PitchTracker Softball

1 — Last update: Jul 09, 2020

Diamond Kinetics

Table of Contents

1. Getting Started

WELCOME TO PITCHTRACKER SOFTBALL!

Select a section from the Table of Contents to find what you're looking for!

1.1. Safety Information

IMPORTANT PLEASE READ CAREFULLY BEFORE USING PITCHTRACKER SOFTBALL TM

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" 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.

1.2. Package Contents

What Comes in the Box:
- Smart Softball

- 2 O-Rings

- Wireless Charging Pad

- USB Connection Cable

- Quick Start Guide
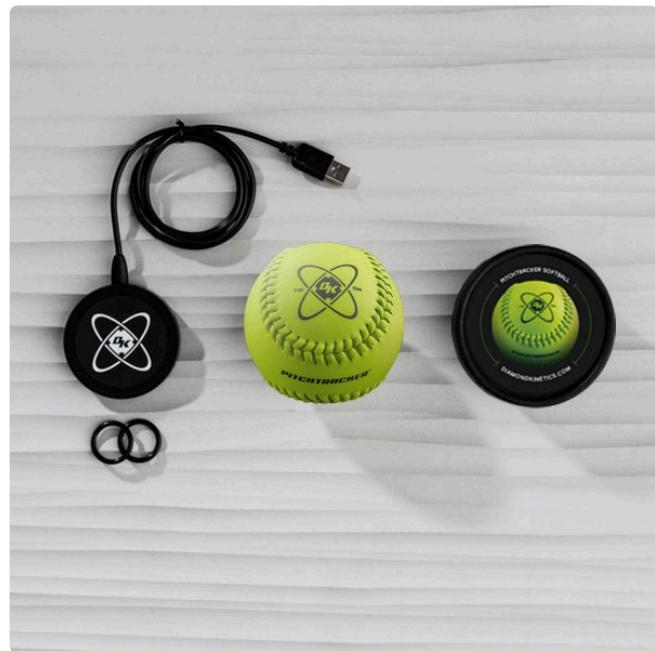
1.3. Download the Mobile App

Download the PitchTracker Softball app from the App Store on your iOS device.

> ✳ To see a list of our compatible Apple devices, click here.

1.4. Create an Account

Accounts can be created using our DK Web App or in the PitchTracker Softball App.

DK Web App

1. Go to our [DK Web App](#)
2. Fill out the sheet on the page

PitchTracker Softball App

1. Download the PitchTracker Softball app on to your iOS device
2. Open the app and select "Sign Up" on the log in page
3. Choose whether you are a Player or Coach (If you are not the one throwing, you should select Coach)
4. Complete the registration form
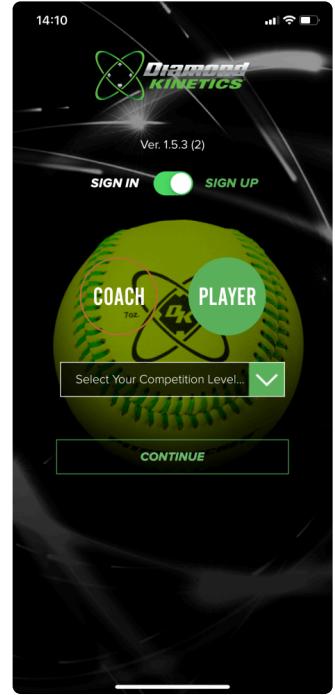
> ✳ **DK Tips:**
> - All accounts need unique email addresses.
> - A Diamond Kinetics account can be used in *any* app. If you have an existing SwingTracker account don't create a new one.
> - Youth Accounts will require a nickname to log in and a parent's email address.

2. Before You Throw

Before diving into the app and metrics, learn how to turn your ball on, connect it to BlueTooth and make sure it's charged!

2.1. Turning your SmartBall ON/OFF

Turning Your Smart Softball On:

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

Your Smart Softball can also be turned on by being placed on the charger or throwing a pitch.

Turning Your Smart Softball Off:

1. With your Smart Ball paired to the device, navigate to the Pair Ball Page from the main menu of the app.
2. Select the 'i' to the far right of your PitchTracker
3. This next page is your Smart Ball Information, you'll see an option that says **Turn Smart Ball Off**

The Smart Ball will turn off automatically if the sensor does not move for 15 minutes.

2.2. Pairing Smart Ball

Let's get your PitchTracker Paired!

To pair to your ball, make sure that it is on and in range! Placing the ball on the charger is a sure-fire way to turn it on!

1. Open the PitchTracker app and open up the main menu (3 stacked lines in the upper left)
2. Select **PAIR BALL**
3. At the top of the next page you'll see *Smartballs*. This page lists all of the Smartballs that are turned on and in range. Click on your PitchTracker to pair to it.

When the ball is paired, you'll see a green line underneath your PitchTracker with a green 'i' to the right of it. To disconnect from your PitchTracker, simply click the PitchTracker option again. The green line and 'i' will disappear.

Once your PitchTracker is paired, you can go ahead and start a session!

"I don't see my PitchTracker listed here."

We can certainly help you out! Please reach out to our Support Team at support@diamondkinetics.com

"The line underneath my PitchTracker is Blue/Purple"

The blue line means that the PitchTracker is currently connected through Apple Settings. Exit the app and go to your Bluetooth Settings on your device. Disconnect from the PitchTracker here. Then go back into the app to pair through this process!

"Why does it say "unassigned""

The **Assign** feature is primarily used for coaches that are using multiple balls with multiple players. If you are using one ball, you do not need to assign it.

"Change the Name on your PitchTracker"

You are able to change the name on your Sensor and how it appears in this list. To learn how to do so, **click here**

2.3. Firmware Version (Smart Ball)

Your PitchTracker Smart Ball runs it's own Firmware Version. The Firmware Version will need updated periodically to make sure that you are getting the most accurate data for you pitches! Click below to learn how to check your Firmware Version or how to update it!

Check Firmware Version

Update My Firmware

2.3.1. Checking your Firmware Version

To check if your firmware version is up to date, follow the steps below:

1. Pair your PitchTracker to your iOS device. ([Click Here](#) to learn how)
2. Navigate to the Pair Ball Page from the main menu of the app.
3. Select the 'i' to the far right of your PitchTracker
4. This next page is your Smart Ball Information, you'll see an option that says **FIRMWARE VERSION**
5. Tap on this option to check if it's up to date.

If your Smart Ball's firmware is up to date, you will get a message saying there is no update available.

If your Smart Ball's firmware is not up to date, you will be asked if you'd like to start the firmware update. For helpful tips and images for performing the update, [click here](#).

> ✳ If your Firmware Version is out of date, it will appear highlighted in yellow on the Pair Ball page or written in red in your Smart Ball Information page.

Out of date Firmware- Pair Ball Page

Out of date Firmware- Smart Ball Information Page

2.3.2. Updating your Firmware Version

Let's get your Firmware up to date with the latest version and get you pitching!

1. Pair your PitchTracker to your iOS device. ([Click here](#) to learn how.)
2. Navigate to the Pair Ball Page from the main menu of the app.
3. Select the **'i'** to the far right of your PitchTracker
4. This next page is your Smart Ball Information, select the **FIRMWARE VERSION** option
5. A prompt will pop up asking for you to begin the update, select **Start Update**

The update will begin and you can track the progress. When the update is done, you'll be sent back to the Pair Smart Ball page.

> ✳ **TIPS FOR UPDATING FIRMWARE:**
> The firmware update to BLE may take a couple of minutes. To ensure it goes smoothly check out these tips!
> - Make sure that your Smart Ball is mostly charged
> - Make sure that your Smart Ball is *off* the charging pad
> - If the update fails, forget the ball from Bluetooth, turn off Bluetooth, restart device
> - Make sure the ball is forgotten/disconnected from ALL nearby iOS devices

2.4. Charging

1. Plug the charging station into a powered USB port.
2. Place an O-Ring in the center of the charging pad. *(Make sure the DK Logo faces up on the charging pad)*
3. Place the Smart Softball on top of the O-Ring on the charger with the lightning bolt graphic facing down.

The battery will last up to 7 hours with continuous use.

"My charger keeps blinking red."
This means the ball is not making a good connection with the charging pad. If you need help, reach out to our Support Team at support@diamondkinetics.com.

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

> **!** 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.

For a look at how to charge your PitchTracker Softball, check out this video!

2.4.1. Check Battery Level

To determine the battery level of your Smart Ball:

1. Pair your sensor to your iOS device. (Click Here to learn how.)
2. Navigate to the Pair Ball Page from the main menu of the app.
3. Select the 'i' to the far right of your PitchTracker
4. This next page is your Smart Ball Information, you'll see an option that says **Battery Level**

The battery will last up to 7 hours with continuous use.

2.5. Naming your Smart Ball

You have the ability to change the name of your Smart Ball. This will change the name it appears under when it is being paired.

To change the name of your Smart Ball, follow the steps below:

1. Pair your sensor to your iOS device. ([Click Here](#) to learn how.)
2. Navigate to the Pair Ball Page from the main menu of the app.
3. Select the 'i' to the far right of your PitchTracker
4. This next page is your Smart Ball Information, you'll see an option that says **Battery Level**
5. Change the name

3. Smart Softball Care

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.

4. Finishing Your Profile

Now that you have the PitchTracker Softball App downloaded, let's finish setting up your profile!

You can access your profile by selecting the three (3) stacked lines in the upper left hand corner of your home screen, followed by selecting your profile picture above your name. Or by selecting your profile picture in the upper right hand corner of the page. This is your profile page. Here you will be able to adjust any personal profile information.

At the top of the page you will see your name as well as your profile picture. To change your profile picture, click on it and then choose any photo from your photo library. You may need to give the app access to your photos to do so. Below your name and profile picture you'll see **Login Details**. By pressing the downward facing arrow to the right, you'll have the option to edit you email and password. Next on the list is your subscription status. This will tell you the state your subscription is in. If you're not subscribed but would like to be, **click here**.

Further down the page you'll see more fields to make your profile more personal such as: *Sport, Gender, Batting Stance, Throws, Competition Level, Pitch Types, Weight, Height, Zip Code and Birthdate*

Pitch Types- It's important to set you're pitch types so that you have the ability to tag pitches correctly. To select your pitch types, click the downward facing arrow to the right. Then select **CHANGE**. Once you are done selecting your pitches, click **SAVE** in the upper right hand corner. If you'd like to watch a tutorial video on selecting Pitch Types, click here. You can select up to 5 different pitch types.

❋ If you see baseball pitch types (Slider, Sinker) make sure you are in the **yellow** PitchTracker Softball App and not the **green** PitchTracker Baseball App.

❋ If you are a Youth Account (13U or below) Diamond Kinetics does not ask for height and weight information. This will not affect your metrics.

5. App Dashboard Information

The app dashboard is the home page of the app and let's you easily navigate throughout the entire app.

At the top of the dashboard, in the left hand corner, you'll see three (3) stacked lines. This is your main menu, where you can get to your Home, Groups, Pair Ball, Settings, Just Chart and the logout option. To exit the main menu, click on the right side of the screen. In the upper right hand corner of the dashboard, you'll see a dot with curved lines, this is your Smart Ball icon. It will be lit up green when a sensor is connected. Clicking on this icon will take you to your Smart Ball Information page. Next to your Smart Ball icon will be your profile picture (this will be your initials if you haven't set a profile picture yet). Clicking on your profile picture will take you to your [Profile](#) page. Below the top bar, you will see your profile picture again, along with your name.

Your dashboard will be populated with different cards that show helpful tips and trick as well as any DK News. You will also see a summary of your latest session . If you want to read more about an item that appears on the dashboard, click the green **Learn More** at the bottom of that item's card. If you have data in your account, a summary of your last session will appear towards the bottom of your dashboard. You'll see the date the session was taken, along with how many pitches are in that session. In the bottom right of your *Latest Session* card, you'll see three dots connected by a line as well as a trashcan. To share the session, click on the icon that is 3 dots connect by lines. It will pull up how you want to share this swing. *This will share a screenshot of the current screen you are on.* To delete the swing, click on the trashcan. To the bottom left of you *Latest Session* card, you'll see **VIEW**. By selecting this, you'll be taken into the session.

At the very bottom of the screen, you'll see a Navigational Menu. The home plate will be lit up white for **Home**. **Bullpens** will take you to the Bullpen section of the app. **Sessions** will take you to your calendar history. **Performance** will take you to your trend line history. **Support** will take you to the Support section of the app.

> ✳ **Coaches** will have a green button on their dashboard that says *Groups*. **Players** will have a green button on their dashboard that says *Throw Now*.

6. Start a Pitch Session

There are multiple ways to starting a pitch session in PitchTracker Softball.

1. Using PitchTracker Softball as a **Player**
2. Using PitchTracker Softball as a **Coach** and recording pitches with a player in a Group
3. Using our **Disconnected** feature (For disconnected pitch sessions, please see our **Disconnected Pitches** section of the guide)

7. Pitch Session Views

When looking at live or historical pitches, there are several different views in which you can see your data: **Metric View**, **Charting** and **Video**

7.1. Metric View

Welcome to Metric View!

At the top of the page you'll see three (3) icons: *pitch icon, a grid* and *a video camera*. The Pitch icon should be highlighted white. Here in **Metric View** you have a quick glance at some of your metrics as well as a visual representation of your Spin Direction.

Your *Release Velocity* and *Spin Rate* appear at the top of the page. Below that is a visual representation of your *Spin Direction*.

Spin Direction is seen from the pitcher's view and presented on a clock face. In the center of the clock is a softball. A green arrow rotates around the ball showing your spin direction. The number that represents your spin direction is the **time** it would be if the **hour** hand of the clock was pointing towards where the tip of the arrow is coming around. *So if the tip of the arrow was coming around the ball at 6:00 and going over the ball at 12:00, the Spin Direction is 6:00.*

Pitch Count

Your pitches will appear across the top of the page. Each individual pitch will appear as a diamond with a number inside. As pitches come in, you will see a green bar go across the top of the page. You can click on a previous pitch to view it's metrics. You are able to scroll through the pitches by dragging your finger across the row of pitches. To close this top drawer select the green circle in the lower right hand corner and then select **Hide Swings**. Once done, select the white 'X'.

Metrics

Your metrics will appear across the bottom of the page. Each metric is represented in a grey rectangle. The metric name will appear at the top of the rectangle. The metric reading for a swing will appear in large white letters with the units of measurements. You are able to scroll through your metrics by dragging your finger across the drawer. To close this bottom drawer select the green circle in the lower right hand corner and then select **Hide Pitches**.
To re-open the drawer, select the option again (it will now say *Show Pitches *). Once done, select the green and white 'X'.

Metric Preferences

You have the ability to edit the metrics that appear across the bottom of your pitch view. To edit your metrics that appear, select the grey circle with the white pencil to the right of your metrics. You'll be taken to a page that says **Metric Preferences**.

Across the top of the page see **Metrics**. Beside each metric you'll see a switch. *Green* means on. *White* means off. You will want the switch to show green next to each metric you want to be able to view on your Pitch View.

To the far right of each metric you'll see 3 stacked lines. Press and hold on these lines and you can rearrange where that metric sits on the list. This will change the order that the metrics appear in on your Pitch View.

Once you are done editing your metrics select **Done** in the upper right hand corner. You'll be taken back to your Pitch View

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, two arrows and three (3) stacked dots. The dot with the curved lines indicates if your Smart Ball is connected or not. It will show *green* when a Smart Ball is connect and *grey* when there is no Smart Ball is connected. Select the three (3) stacked dots. This is your options menu. By selecting this, it will open up with three (3) different options. You'll see a star, 3 dots connect by lines and a trash can. To favorite a pitch, click on the star. To share the pitch, click on the icon that is 3 dots connect by lines. It will pull up how you want to share this pitch. *This will share a screenshot of the current screen you are on.* To delete the pitch, click on the trashcan. Once done, select anywhere on the screen to close this menu.

The arrow icon represents your pitch sets.The PitchTracker ball will record throws from the Pitcher and the Catcher and store both of them. The ones that are displayed on the screen are the throws of the individual who pitched first. You can always switch pitch sets by selecting the Arrow icon, selecting the *other set* and then selecting *Save*. If you are using a Pitcher and Catcher there is a best set up that you can use! Click here.

7.2. Charting

You have the ability to manually chart pitches based on pitch type and where they are thrown. To learn how to chart pitches in a live session click here. To learn how to chart pitches in a past session click here.

To get to **Charting** from the main **Metric View**, select the grid icon (center icon) from the dark grey bar at the top of the page.

The **Charting View** has a strike-zone grid in the center of the page. At the top of the strike-zone, you'll see letters enclosed in different colored shape outlines. The shapes representing your pitch types selected in your profile. If would like to learn more about pitch types and how to set or adjust them, click here. The shape and color that the pitch is outlined in is the shape and color that the pitch will appear on the strike-zone when charted.

Pitch Count

Your pitches will appear across the top of the page. Each individual pitch will appear as a diamond with a number inside. As pitches come in, you will see a green bar go across the top of the page. You can click on a previous pitch to view it's metrics. You are able to scroll through the pitches by dragging your finger across the row of pitches. To close this top drawer select the green circle in the lower right hand corner and then select **Hide Swings**. Once done, select the white 'X'.

Metric Preferences

You have the ability to edit the metrics that appear across the bottom of your pitch view. To edit your metrics that appear, select the grey circle with the white pencil to the right of your metrics. You'll be taken to a page that says **Metric Preferences**.

Across the top of the page see **Metrics**. Beside each metric you'll see a switch. *Green* means on. *White* means off. You will want the switch to show green next to each metric you want to be able to view on your Pitch View.

To the far right of each metric you'll see 3 stacked lines. Press and hold on these lines and you can rearrange where that metric sits on the list. This will change the order that the metrics appear in on your Pitch View.

Once you are done editing your metrics select **Done** in the upper right hand corner. You'll be taken back to your Pitch View

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, two arrows and three (3) stacked dots. The dot with the curved lines indicates if your Smart Ball is connected or not. It will show *green* when a Smart Ball is connect and *grey* when there is no Smart Ball is connected. Select the three (3) stacked dots. This is your options menu. By selecting this, it will open up with three (3) different options. You'll see a star, 3 dots connect by lines and a trash can. To favorite a pitch, click on the star. To share the pitch, click on the icon that is 3 dots connect by lines. It will pull up how you want to share this pitch. *This will share a screenshot of the current screen you are on.* To delete the pitch, click on the trashcan. Once done, select anywhere on the screen to close this menu.

The arrow icon represents your pitch sets.The PitchTracker ball will record throws from the Pitcher and the Catcher and store both of them. The ones that are displayed on the screen are the throws of the individual who pitched first. You can always switch pitch sets by selecting the Arrow icon, selecting the *other set* and then selecting *Save*. If you are using a Pitcher and Catcher there is a best set up that you can use! Click here.

7.2.1. Live Session Charting

During your live session, manually chart your pitches.

In a live session select the grid icon (center icon) from the dark grey bar at the top of the page. You'll see a strike-zone grid with several colored shapes across the top. Each colored shape is a different pitch type. These pitch types will match the ones selected in your profile.

1. Throw the pitch (you'll see a green bar load across the screen)
2. Select a pitch type by clicking on it's shape
3. Select where on the grid that pitch was thrown
4. Throw the next pitch (again, you'll see it come across the top of the page)
5. Select where on the grid that pitch was thrown (you should see the previous pitch fade into the grid)
6. Continue until you're done with your pitch session

As a note if you don't want to chart a pitch, you don't have to. Skipping charting a pitch will not mess up the charting.

Live Chart Session

Editing Charted Pitches

To edit a previously charted pitch select the desired pitch from the top drawer. You can change the pitch type by selecting a different shape or change the location by selecting a different point on the grid. When you're done, go ahead and through your next pitch!

7.2.2. Past Session Charting

During your historical session, you can manually chart your past pitches.

In a historical session select the grid icon (center icon) from the dark grey bar at the top of the page. You'll see a strike-zone grid with several colored shapes across the top. Each colored shape is a different pitch type. These pitch types will match the ones selected in your profile. Make sure that your pitches are showing across the top of the screen. If they are not, select the green circle with white arrows in the lower right corner. Next select **Show Pitches**.

1. Select a pitch from the top of the page (each pitch is represented by a diamond and a number)
2. Select the small pencil icon to the right hand side of the strike-zone
3. Select a pitch type by clicking on it's shape
4. Select where on the grid that pitch was thrown
5. Select another pitch (again, represent by a diamond and number)
6. Select where on the grid that pitch was thrown (in the diamond on the pitch you just edited, the number will change to an abbreviation of that pitch type)
7. Continue until you're done with your pitch session or done charting pitches

Charting Historical Session

#Once done, select the white 'x' to the right of the strike-zone

As a note if you don't want to chart a pitch, you don't have to. Skipping charting a pitch will not mess up the charting.

Editing Charted Pitches

If you want to change a pitch you've already charted select the pitch from the top. You can change the pitch type by selecting a different shape or change the location by selecting a different point on the grid. When you're done, go ahead and through your next pitch!

7.3. Video

Welcome to Video! Here in video you have the ability to video your pitching motion! Check your video out after you pitch or later from history!

At the top of the page you'll see three (3) icons: *pitch icon, a grid* and *a video camera*. The video camera should be highlighted white.

To record video, just press the red record button at the bottom of the screen! Our video records in a *"Set and Forget"* mode. So once you press the record button to start, you won't need to press it again! The video will be automatically cut and saved after each pitch.

Pitches will have a small, white video icon next to them to indicate that there is a video saved with that pitch. When looking at a past session and wanting to view a video, select the video icon at the top of the page once you enter the session and then select the pitch. The video will begin to play. Selecting the video screen itself, will pull up video controls on the screen. You can drag the video bar to go through the video in slow motion.

Pitch Count

Your pitches will appear across the top of the page. Each individual pitch will appear as a diamond with a number inside. As pitches come in, you will see a green bar go across the top of the page. You can click on a previous pitch to view it's metrics. You are able to scroll through the pitches by dragging your finger across the row of pitches. To close this top drawer select the green circle in the lower right hand corner and then select **Hide Swings**. Once done, select the white 'X'.

Metrics

Your metrics will appear across the bottom of the page. Each metric is represented in a grey rectangle. The metric name will appear at the top of the rectangle. The metric reading for a swing will appear in large white letters with the units of measurements. You are able to scroll through your metrics by dragging your finger across the drawer. To close this bottom drawer select the green circle in the lower right hand corner and then select **Hide Pitches**.
To re-open the drawer, select the option again (it will now say *Show Pitches *). Once done, select the green and white 'X'.

Metric Preferences

You have the ability to edit the metrics that appear across the bottom of your pitch view. To edit your metrics that appear, select the grey circle with the white pencil to the right of your metrics. You'll be taken to a page that says **Metric Preferences**.

Across the top of the page see **Metrics**. Beside each metric you'll see a switch. *Green* means on. *White* means off. You will want the switch to show green next to each metric you want to be able to view on your Pitch View.

To the far right of each metric you'll see 3 stacked lines. Press and hold on these lines and you can rearrange where that metric sits on the list. This will change the order that the metrics appear in on your Pitch View.

Once you are done editing your metrics select **Done** in the upper right hand corner. You'll be taken back to your Pitch View

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, two arrows and three (3) stacked dots. The dot with the curved lines indicates if your Smart Ball is connected or not. It will show *green* when a Smart Ball is connect and *grey* when there is no Smart Ball is connected. Select the three (3) stacked dots. This is your options menu. By selecting this, it will open up with three (3) different options. You'll see a star, 3 dots connect by lines and a trash can. To favorite a pitch, click on the star. To share the pitch, click on the icon that is 3 dots connect by lines. It will pull up how you want to share this pitch. *This will share a screenshot of the current screen you are on.* To delete the pitch, click on the trashcan. Once done, select anywhere on the screen to close this menu.

The arrow icon represents your pitch sets.The PitchTracker ball will record throws from the Pitcher and the Catcher and store both of them. The ones that are displayed on the screen are the throws of the individual who pitched first. You can always switch pitch sets by selecting the Arrow icon, selecting the *other set* and then selecting *Save*. If you are using a Pitcher and Catcher there is a best set up that you can use! Click here.

8. As a Player

To start a swing session in the PitchTracker Softball app follow the steps below.

1. Make sure your ball is turned on
2. Open up the PitchTracker Softball App and pair through the **Pair Ball Page**
3. Once your ball is paired, go back to the home screen of the app by using the Main Menu (select the three stacked lines in the upper left, then **Home**)
4. Select **Throw Now** on the bottom of your screen

9. Through a Group

Follow the steps below to start a swing session in the PitchTracker Softball app through the Groups feature:

1. Make sure your ball is <u>turned on</u>
2. Open up the PitchTracker Softball App and pair through the **Pair Ball Page**
3. Navigate to your Group page by using the Main Menu (select the three stacked lines in the upper left, then **Groups**)
4. From your Groups list, select the Group that the player is in
5. Select the name of the Player that is throwing
6. To the right of their name you'll see a pitch icon, select this icon
7. Start Pitching!

10. BullPens Feature

BullPens allow you to create a line up of pitchtypes and pitch locations for yourself or for a group member!

10.1. Creating a BullPen

To get to **Bullpens**, select the grid icon at the bottom of your Dashboard page that says **Bullpens**. You'll be directed to your Bullpens page. Here is where all of your Bullpens that you created will appear. To create a new one, select the **Create Bullpen** button at the bottom of this page.

You'll be asked to name your Bullpen. Once named, you will not be able to change it. Select **Next** once you've named it to move on. Select **Cancel** to go back to your Bullpens list.

Selecting Pitches

The next page is your Bullpen Template Page. At the top, you'll see **01** in a diamond. The represents the pitch you are about to mark. You should see a strike-zone grid with several colored shapes across the top. Each colored shape is a different pitch type. These pitch types will match the ones selected in your profile.

1. Select a pitch type by clicking on it's shape.
2. Select where on the grid you want the pitch to be thrown.
3. Select the '+' sign in the lower right corner. You'll see the pitch you just created be marked in the upper left corner of the page.

Repeat these steps. Select another pitch type (or stay on the same pitch type if you desire) and select on the grid where you want that pitch to be thrown. Once placed select the '+' sign in the lower right hand corner. You'll see it appear as the second pitch in your list. Continuing placing pitches until you are done.

Saving the Bullpen

Once you've created all of your pitches select the **Save** option in the upper right corner. Once you save you're Bullpen, you'll be taken back to your Bullpens list and will see your Bullpen appear at the top of the list.

Editing Pitches

If you'd like to edit one of the pitches in your line up select that pitch. You'll see it appear on the grid where you placed it. You can move it's location by selecting elsewhere on the grid. You can also change the pitch type by selecting a different shape at the top. Once you've edited you're pitch select the white dash outlined circle to the right. This takes you back to the next pitch to be created.

10.2. Assigning a BullPen

To get to **Bullpens**, select the grid icon at the bottom of your Dashboard page that says **Bullpens**. You'll be directed to your Bullpens page. Here is where all of your Bullpens that you created will appear. To assign a Bullpen to a group member select the Bullpen you want to assign. You'll be taken into that Bullpen. At the bottom of that page, you should see **ASSIGN BULLPEN**.

Selecting a Group Member

You'll be taken to your groups list. Select on a group and then select on the player's name that you want to assign the Bullpen to.

If you want to add more players from a different group, click on the back arrow in the upper left hand corner. You'll be taken back to your groups list. You should still see your select players at the bottom of the page. Click on a new group. Click on the names of the other players you want to assign the Bullpen to.

Once you have all of the players selected, click the green **Assign** button at the bottom of the page. You'll be taken back to the Bullpen you just assigned.

The players will have that Bullpen appear in their **Assigned Bullpen** list.

Selecting a Connection

You can also assign Bullpens to connections. When taken to your groups list page you should see **Groups** highlighted in green. Beside this you'll see **Connections**, select **Connections**. You'll see a list of all of you Connections appear. Select all of the Connections you want to assign the Bullpen to.

Once you have all of the players selected, click the green **Assign** button at the bottom of the page. You'll be asked to confirm assigning this Bullpen. Select **Yes**. You'll be taken back to the Bullpen you just assigned.

The players will have that Bullpen appear in their **Assigned Bullpen** list.

Deselecting Players

If you select a player you don't want to assign the Bullpen to, just select the white **'X'** in the upper left hand corner of the players picture. You'll see them removed from the list.

10.3. Throwing a BullPen

TTo get started, make sure that you have a [ball connected](#) to your device. To get to **Bullpens**, select the grid icon at the bottom of your Dashboard page that says **Bullpens**. You'll be directed to your Bullpens page.

Throwing a Bullpen

From your list of Bullpens, select the Bullpen you'd like to throw. Once selected you'll be taken into that Bullpen. At the bottom of page you'll see an option for **Throw Bullpen**.

In the upper left you'll see a diamond with an abbreviation for the desired pitch type in the center. On the strike-zone grid, you'll see a dashed outline of the pitch types shape in the desired location. Follow the steps the below:

1. Throw the ball as marked on the screen (pitch type and location)
2. You'll see the outline change to a solid line instead of dashed. Chart on the strike-zone where the pitch was actually thrown. The pitch that you chart will be a solid shape.
3. You'll see the next pitch appear at the top labeled with the desired pitch type. You'll also see that pitch represented on the grid with a dashed outline. Throw the next pitch as marked.
4. The previous pitch you threw will fade out as you chart your next pitch
5. Continue these steps until you complete your Bullpen

Once the last pitch is thrown in the Bullpen, you'll recieve a notification that the Bullpen has ended and you'll be taken back to your Bullpen page. All data that was recorded in the Bullpen will appear in history.

Throwing an Assigned Bullpen

At the top of this page you'll see **MY BULLPENS** highlighted in white. Next to this you'll see **ASSIGNED BULLPENS**. Select **ASSIGNED BULLPENS**. Next Select the Bullpen you'd like to throw from your list of assigned Bullpens. Once selected you'll be taken into that Bullpen. At the bottom of page you'll see an option for **Throw Bullpen**.

In the upper left you'll see a diamond with an abbreviation for the desired pitch type in the center. On the strike-zone grid, you'll see a dashed outline of the pitch types shape in the desired location. Follow the steps the below:

1. Throw the ball as marked on the screen (pitch type and location)
2. You'll see the outline change to a solid line instead of dashed. Chart on the strike-zone where the

pitch was actually thrown. The pitch that you chart will be a solid shape.

3. You'll see the next pitch appear at the top labeled with the desired pitch type. You'll also see that pitch represented on the grid with a dashed outline. Throw the next pitch as marked.

4. The previous pitch you threw will fade out as you chart your next pitch

5. Continue these steps until you complete your Bullpen

Once the last pitch is thrown in the Bullpen, you'll recieve a notification that the Bullpen has ended and you'll be taken back to your Bullpen page. All data that was recorded in the Bullpen will appear in history.

11. Just Chart Feature

Here in the **Just Chart** feature you will *only* be charting pitches. A ball does not need to be connected to use this feature as no metrics are being recorded.

To use the **Just Chart** feature, select the Main Menu (3 stacked lines at the top of the page). Then select the **Just Chart** option listed there. You will be taken to the **Just Chart** page. You'll see a strike-zone grid with several colored shapes across the top. Each colored shape is a different pitch type. These pitch types will match the ones selected in your profile. At the top you'll see a diamond outlined in green with a '01' in the center. In the bottom right, you'll see a green circle with a white '**+**'

1. Select a pitch type by clicking on it's shape
2. Select where on the grid that pitch was thrown
3. Select the green circle with the '+' sign at the bottom of the page (You'll see the green diamond move over and a new diamond to the left, this is the pitch you just charted. On the grid you'll see that pitch fade.)
4. Select another pitch type and where on the grid that pitch was thrown
5. Select the green circle with the '+' sign (Again you'll see it move to the right. The pitch you just charted will appear in a diamond to the left and the shape will fade on the grid)
6. Continue until all the pitches have been charted

As a note if you don't want to chart a pitch, you don't have to. Skipping charting a pitch will not mess up the charting.

Editing Charted Pitches

If you want to change a pitch you've already charted, select the pitch from the top. You can change the pitch type by selecting a different shape or change the location by selecting a different point on the grid. When you're done select the diamond furthest to the right to take you back to the next pitch to chart

12. Activity

The Activity option is your history and is made up of Sessions and your Performance. Click below to learn more about each!

- **Sessions**

- **Performance**

12.1. Sessions

Welcome to Sessions! Here you'll have a quick and easy view of past sessions and history.

Calendar

The top half of the page will show a calendar month. You can scroll through different months by using the arrows at the top or by using your finger to swipe right or left. Dates that have sessions recorded on them will have a green circle around them.

Session Rows

Below the month view you'll see several rows with information on them. Each row is an individual session. To the far left of a row, you'll see the date the session was taken. If several sessions were taken on that date, you'll see several rows with the same date. In the middle of the row, if you tagged the session type (tee, front toss etc) this will appear here. To the right of the row, you'll see the total pitch count for that session as well as a star outline, a video outline and an arrow.

The **star outline** represents if there are any favorite pitches in that session. If it is lit up white, there are favorite pitches.

The **video outline** represents if there are any videos in that session. If it is lit up white, there are videos.

The **arrow** takes you into the session itself. Click anywhere on that row to go into the session.

> ✳ You may also see a small cloud with an upward facing arrow. This means there is data in that session that has not yet made it up to the Diamond Kinetics' server. To upload this data, connect to the internet.

12.2. Performance

Welcome to Performance View! Here you'll get to see the trends for all of your different pitches.

The Performance View page is made up by different graphs. Each graph is for a separate pitching metric. The name of the metric will be displayed at the top of the graph as well as the units that metric is measured in. If you'd like to rearrange the order in which you see the graphs, you can change the metric by selecting the green downward arrow next to the metrics name. Scroll to the metric you want and select "Done".

If you've tagged and charted pitch types in your sessions, at the top of the page, you'll see different colored shapes with letters in them. This is your key. Each shape is a different pitch type. To change what pitch types you see here, you will need to adjust the pitch types in your profile. If would like to learn more about pitch types and how to set or adjust them, click here.

> ✳ If you like to learn about tagging and charting pitches in a session CLICK HERE.

Graphs

You can zoom in and out of graphs as well as scrolling through them. Each graph is made up of different colored trend lines. The color of the trend line corresponds to the pitch type key in the upper right hand corner. For instance the red trend line will correspond with the pitch type that shows as your red circle in the upper right hand corner. *If you don't see multiple trend lines make sure you have turned all of them on to be shown.* Visit our Edit Performance View Section to learn how to do so **If you haven't charted pitches, all pitches will appear as Un-tagged Pitches as white circles.**

Each shape on a graph represents an **individual session**, *not an individual pitch*. You'll see different shapes lined up vertically. This is because multiple pitch types were thrown and tagged in that session. With your finger single tap a session (shape) on the graph. A number in a white box will appear next to the shape. This is the *average* of that pitch type for that metric for that session. In the upper left hand corner you'll see the date of the session, as well as the pitch count of that session.

If you double tap on a dot on the graph, you will be taken into that historical session.

12.2.1. Edit Performance View

"Now that I've seen my Performance View, how can I edit it?"

From the Performance View page, select green circle with the white pencil in the lower right hand corner of the page. You'll be taken to a page that says **Metric Preferences**.

Pitch Types

Below that you'll see PITCH TYPES. *The pitch types shown here should match the ones chosen in your profile.* Beside each Pitch Type you'll see a switch. *Green* means on. *White* means off. You will want the switch to show green next to each pitch you want to see on the trend lines.

> ✱   Even if a switch shows green, if you have not tagged any pitches with that pitch type, it will not show up on charts.

Metrics

Below Pitch Types you'll see METRICS. Beside each metric you'll see a switch. *Green* means on. *White* means off. You will want the switch to show green next to each metric you want to see a graph for.

To the far right of each metric you'll see 3 stacked lines. Press and hold on these lines and you can rearrange where that metric sits on the list. This will change the order of the graphs that appear on the Performance View page.

Once you are done editing your charts select **Done** in the upper right hand corner. You'll be taken back to your Performance View

13. Navigating Groups

Create player groups for quick access to pitch history & easy profile switching during sessions!

13.1. Player View

To view groups select the three stacked lines in the upper left hand corner of your screen. Then select Groups from the menu that slides out.

13.1.1. Group Member

As a player in a Group you do not have the ability to view or record other group member's data. You will only be able to see what other players are in the group. However, groups that are marked as *secret* do not allow group members to see who else is in the group.

If you wish to leave the group, select the three dots in the upper right corner of the screen. At the bottom of the page, select that you wish to leave the group.

13.2. Finding a Group

To find a group select the green circle with white **+** in the lower right hand corner of the page. Then select **Find Group**.

At the top of the next page, you'll see a grey bar that says **"Search"**. Select inside of the grey search bar. Type in the name of the group you want to join and then select **Search**. From the results that appear, select the **Join** option on the correct group. If the group has an *open* privacy setting then you will be added right away. If the group has a *close* privacy setting, a request will be sent for the admin to approve you joining the group.

✱ Groups with privacy settings marked as **Secret** will *not* be searchable.

13.3. Coach View

To view Groups select the View Groups option in the bottom of your home page.

You can also reach **Groups** by selecting the three (3) stacked lines in the upper left hand corner of your screen. Then select **Groups** from the menu that slides out.

13.3.1. Creating a Group

To create a group select the green circle with white **+** in the lower right hand corner of the page. Then select **Create Group**.

Here you'll be asked for a **group name**, **group description** *(optional)* and **privacy settings**.

There are three (3) different settings for privacy: **Open**, **Closed** and **Secret**.

Open: In the Open privacy settings, a group is searchable as well as able to be joined for any players. Players can see each other in the group but need to log in to a group member's account to view or record data. Admin has full access.

Closed: In the Closed privacy settings, a group is searchable as well as able to be *requested* to join from players. Players can see each other in the group but need to log in to a group member's account to view or record data. Admin has full access.

Privacy: In the Secret privacy settings, a group is not searchable. Players cannot see other members in the group. Admin has full access.

13.3.2. Admin Abilities

As an Admin of the group you have the ability to view player's history and record pitches in a player's account.

The subscription status of a player's account may restrict some of these abilities. If a player's account is **unsubscribed**, you will <u>not</u> be able to view any of their history. You will also have a limited amount of metrics to view when recording a session.

When you are in a group, you can select a player's name from the list of players. You'll see a ***Pitch icon*** and a ***Calendar icon***.

1. The ***Pitch icon*** will allow you to collect data in that players account. The *Pitch icon* will be lit up when a Smart Ball is connected. If a Smart Ball is not connected than that option will not be available.

1. The ***Calendar icon*** will take you to that players history.

13.3.3. Group Admin

If you create a group, you will be the admin of the group. Admins have the ability to promote other members to admin status. To do this access the group by logging in through the [Web App](#).

The Group Admin is the administrator of the group. They have the ability to view and access every player account in the group as well as add, create or move any players. The Group Admin also has the ability to edit the group itself such as changing the group name and description or the privacy features.

13.3.3.1. Add a Player

The **"Add Player"** option is to add users to your group who already have an existing DK account. If you are creating an account for a new player, you'll want to select **"Create Player"**

To add a player to your group, select the three (3) stacked dots in the upper right-hand corner of your group's page. You'll see an option for **"Add Player"**. Select **"Add Player"**.

At the top of the next page, you'll see a grey bar that says **"Search"**. Select inside of the grey search bar. Type in the player's name with the key board that comes up and then select **Search**. Select the player's name from the results that appear and then select the white circle that appears to the right of their name. This will send an invite to that player's account. **The player you are inviting will need to accept the invitation by going into the groups section of their own account. They'll see the group they are being invited to and will have the option to accept or decline.**

✴ If there are multiple players with the same name, try searching with the email address that player uses for their account. This ensures that you're adding the correct player.

13.3.3.2. Create a Player

To create a player in a group select the three (3) stacked dots in the upper right-hand corner of your group's page. You'll see an option for **"Create Player"**. Select **"Create Player"**.

Next you'll be take to a registration page where you'll create the player's profile. You'll be asked for the following information:

- Competition Level
- First and Last Name
- Email Address
- Password

Remember, you are creating an actual account for this person. This is *not* another profile under your account but a whole new account for this player. They will be able to use the credentials to log into the app on their own.

> ✳ **DK Tip**
> Each individual account requires a unique email address to be set up.

13.3.3.3. Edit Group

To edit a group, select the group from your groups list. Once in the group you'll see three (3) stacked dots in the upper right-hand corner, select that for your groups menu. You'll see an option for **Edit Group**.

Here you'll be able to Edit your group name, group description and group type (privacy settings). Once your edits are complete, select **Save** and you'll be taken back to that group's page.

13.3.3.4. Delete Group

To delete a group go into the group from your Groups List. Select the three (3) stacked dots in the upper right-hand corner. Then select the **Delete Group** option. At the bottom of the page you will be asked if you would like to delete the group. Select **Delete Group**.

13.3.3.5. Removing a Player
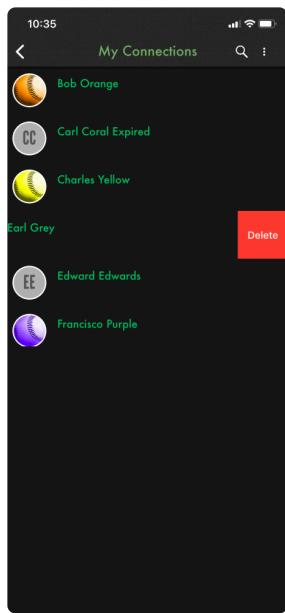
Have players in your group that you want to remove? To remove players from a group, go into the group you'd like to remove the player from. Find the player's name in the group. Press on the player's name and drag your finger to the left of the screen. You'll see a red **Delete** appear to the right of the name. Click **Delete**.

14. Disconnected Pitches

When your PitchTracker ball is turned on, it will track any pitch that is thrown whether connected to the app or not.

When the ball *is* connected to the PitchTracker app, all of the pitches will transfer to the app and the data will be stored on the Diamond Kinetics server where it can later be pulled down and viewed.

When the ball *is not* connected to the PitchTracker app, any pitches that are thrown will be saved on the ball's internal memory. These pitches can later be uploaded to the app and the Diamond Kinetics server, where the user can view metrics and other pitch information. Using the app this way is referred to as **Disconnected Mode**. Disconnected pitches can be uploaded directly to your account or to a group member's account.

Unwanted disconnect pitches can also be deleted by selecting the **"Delete Pitches"** option you are given.

14.1. Creating a Session

How do I upload disconnected pitches to my account?

1. Make sure your ball is turned on
2. Connect the ball to your PitchTracker app via the **Pair Ball Page**
3. Go back to the Dashboard
4. You will be prompted that there are stored pitches on your ball and be asked what to do with them.
5. Select **Create Session** (you'll then see the pitches transfer into the app)
6. *You may need to select the correct pitch set if the ball recognize to different sets of throws*
7. This next screen is your session screen. You can click through all of your disconnected pitches to view the data. This data will now also be available in your history.
8. When you're done viewing your data, select the **"X"** icon in the upper left-hand corner of the screen

> ✳ The disconnected pitches that are stored include "pitch errors" as well. So you may see *"30 stored pitches"* but only have a session of 28 pitches. This is because 2 of those pitches were errors.

14.2. Assign to a Group Member

How do I assign disconnected pitches to a group members account?

1. Make sure your ball is turned on
2. Connect the ball to your PitchTracker app via the **Pair Ball Page**
3. Go back to the Dashboard
4. You will be prompted that there are stored pitches on your ball and be asked what to do with them.
5. Select **Assign to Player**.
6. You'll be taken to your Group list, select the group the player that you want to assign pitches to is in.
7. Select the player's name that you want to assign pitches to.
8. To the right of the player's name you'll see a pitch icon and a calendar icon. Select the **pitch icon**.
9. You'll be taken to a session view where you'll see the disconnected pitches start to populate the session. You can click through all of these pitches to view the data. This data will now also be available in this player's history.
10. When you're done viewing the data, select the **"X"** icon in the upper left hand corner of the screen

✱ The disconnected pitches that are stored include "pitch errors" as well. So you may see *"30 stored pitches"* but only have a session of 28 pitches. This is because 2 of those pitches were errors.

15. Pitch Metrics

PitchTracker Baseball measures five (5) different pitching metrics broken up into three (3) categories: *Release*, *Timing* **and** *Delivery*.

15.1. Release

Metrics in the Release Category are metrics based off of the release of your pitch.

RELEASE

15.1.1. Release Velocity

Definition:

The speed of the ball just after it is released from the hand. Speed is measured in MPH (miles per hour).

On-field Impact:

Higher velocity means the ball gets to the batter faster and requires quicker reaction by the batter. It will also help fielders get the ball to their target faster.

Real Life Example:

Changing pitch speeds, for example by mixing up fastballs and change-ups that have 5-10 mph difference in speed, can help to keep a batter off balance.

15.1.2. Spin Rate

Definition:

The average spin rate of the ball as it travels from the point of release until it is caught. Spin rate is measured in RPMs (revolutions per minute).

On-field Impact:

The higher spin rate generally means more break on the pitch; that is, more movement side-to-side or up-and-down.

Real Life Example:

All pitches fall due to gravity as they approach the plate, but Rise Balls don't fall as much because of backspin and Drop Balls fall even more than expected because of top spin. So spin on the ball can mislead the batter about its path.

For position players, throws generally have backspin, and higher spin means the ball has more carry as it moves to the target.

15.1.3. Spin Direction

Definition:

The direction of the ball's spin after release as it travels to the plate. Spin Direction is defined as the direction of motion of the leading edge of the ball (the side of the ball facing the batter as it moves to the plate).

How DK Shows It:

In the PitchTracker Softball app, Spin Direction is displayed graphically as a spinning arrow around a Softball. The arrow spins in the same way that the pitch would appear to spin from the pitcher's perspective. In other words, we are showing spin just as you would see it after you threw the ball. This means that the "leading edge" of the ball is hidden from the pitcher's view, so the "spin direction" is the direction of motion of the hidden side of the ball. In order to quantify the spin direction, we use a clock face. The spin direction points to a number on the clock (that is, the clock time nearest to the spinning arrow as it comes into view from the leading edge of the ball is the spin direction for that pitch).

On-field Impact:

Ball spin is what causes the ball to break due to aerodynamic forces acting on it during flight. The direction of break is the same as the spin direction. The amount of break is dependent on the spin rate, so knowing both of these values tells you about both the direction and amount of break that you can expect from pitches.

Real Life Example:

A Rise Ball has backspin, meaning that as the ball moves away from you, the leading edge (side toward the catcher) is moving upward as it spins. We define the direction using a clock face. 12:00 is the top of the clock face, so an ideal fastball, whose spin direction is straight up, would be measured as a 12:00 spin direction.

A fastball and Drop Ball, on the other hand, have top spin, meaning that the leading edge of the ball moves downward, toward 6:00 on the clock. So an ideal Drop Ball spin direction is measured as 6:00.

Your actual Rise Ball and Drop Ball (and other pitches) probably have spin directions that are slightly different from 12:00 or 6:00, which is fine. That makes you unique as a pitcher. Knowing the spin direction of each of your pitches helps you understand how they actually break.

15.2. Timing

Metrics in the Timing Category are metrics based off of the timing of your pitching motion.

15.2.1. Delivery Time

Definition:

Delivery time is the total time the ball is in the player's hand from initial movement to the release of the ball.

On-field Impact:

It is important for a pitcher to keep her delivery the same across different pitch types. This makes it harder for batters to pick up on different pitches being thrown.

For position players, reducing time to deliver the ball to the base reduces the distance a baserunner travels while the fielder has the ball in her hands.

Real Life Example:

If a pitcher has a different movement between say, her Fastball and Curveball deliveries, it may be detectable by the batter so that she will know what pitch is coming.

15.3. Delivery

Metrics in the Delivery Category are metrics based off of the delivery of your pitching motion.

15.3.1. Extension

Definition:

The horizontal distance, directed toward the catcher, from set point to release of the ball from the hand. Stride is an important factor in extension because it moves your body forward — the longer the stride the longer the possible extension.

On-field Impact:

Extension is important for pitchers because it essentially shortens the distance and puts them closer to the plate. As the extension is increased, the batter has less time to recognize and react to the pitch.

Real Life Example:

Assuming a typical pitcher's extension of 6 feet (for a 40 ft mound position), a 60 mph fastball thrown with an extension of 7.5 feet looks as fast as a 63 mph fastball; whereas, a 60 mph fastball with an extension of 5 feet looks like a 58 mph fastball.

16. Premium Pitcher Softball

To maintain full access to the PitchTracker Softball App, users will need to subscribe to Premium Pitcher Softball.

When you create an account, you'll have a 14-day free trial to Premium Pitch Softball that begins at the first sign of use (throwing a pitch). Once your 14-day free trial ends, subscribe to Premium Pitcher Softball and have unlimited access to PitchTracker Softball. Unlock such key metrics as Spin Rate, Spin Direction and Extension, plus key features as Trending Data, History, Custom Bullpens, plus much more!

Premium Pitcher costs *$9.99/month* or *$89.99/year*.

CLICK TO SUBSCRIBE

For more information on subscriptions, click here.

17. Support

Welcome to Diamond Kinetics Support!

Select one of the sections below.

17.1. Customer Support

Our Customer Support is available through:

1. **Email (9:00am to 5:00pm Mon-Fri)**
2. **Phone (9:00am to 5:00pm Mon-Fri)**
3. **Chat (9:00am to 10:00pm Mon-Fri and 10:00am to 10:00pm Sat & Sun)**

Email

You can email us at **support@diamondkinetics.com**. Or you can fill out a support form **here** and it will get sent to our email!

Phone

Give us a call at **412-223-5341 ext 1**.

Chat

In your PitchTracker Softball App select the Support option. You will see a **Message Us** feature. Here you can send us a message or picture and we'll get back to you!

17.2. Return Policy

If the PitchTracker Smart Softball has been unopened and/or unused within 30 days of purchase, Diamond Kinetics offers a full refund. All other returns must fall under the [Manufacturer's Warranty](#)

17.3. Manufacturer's Warranty

PITCHTRACKER SOFTBALL PRODUCTS

Diamond Kinetics, Inc. of 700 River Avenue, Pittsburgh, PA 15212, ("Diamond Kinetics") or the ("Company") provides a limited consumer hardware warranty to the original consumer user (the "Customer") of the Diamond Kinetics PitchTracker Softball product.. This limited warranty is non-transferable and does not extend to product used in any manner other than by an individual consumer, all other warranties are excluded as provided below.

HARDWARE:

Subject to the exclusions, limitations, and conditions stated below, Diamond Kinetics warrants that the PitchTracker Softball product will be free from defects in workmanship and materials, under normal consumer use, for a period of ninety (90) days from the original purchase date.

LIMITATIONS AND EXCLUSIONS:

These warranties excludes (1) normal wear and tear (cover cuts and scrapes, scuffs, seam fraying, dirt); (2) damage caused by misuse (i.e. hitting with a bat, throwing against a hard surface), neglect, improper installation or testing, unauthorized attempts to modify the product, attempted servicing by anyone other than an authorized service representative of Diamond Kinetics or any other cause beyond the range of the intended use; (3) damage caused by accident, fire, water or liquids, power changes, other hazards, or acts of God; (4) use of the PitchTracker Softball product with any non-PitchTracker device, component, such as chargers or connection cables, or service if such device, component or service causes the problem; (5) use of a Diamond Kinetics product for any rental purpose; or (6) software installed on or with the PitchTracker Softball product. Any third-party products, including software included with the PitchTracker Softball product, are not covered by this Consumer Limited Warranty, and the Company makes no representations or warranties on behalf of such third parties. Any warranty on such third party products is from the supplier or licensor of the third-party product.

> **!** Important: Do not open the PitchTracker Softball device. Opening the PitchTracker Softball device may cause damage that is not covered by this warranty. Only Diamond Kinetics or an authorized Diamond Kinetics service center should perform service on this PitchTracker Softball product. Opening the PitchTracker Softball device case shall void this warranty.

For a full look at our PitchTracker Softball Manufacturer's Warranty, please [click here](#).

18. Best Practice Setup with Pitcher and Catcher

When using the PitchTracker with just a Pitcher and Catcher there is a best practice setup to make sure all of your pitches transfer quickly to the app!

✳ When a pitch is thrown, a green bar will transfer across the top of the screen. Once the green bar has filled all the way across the screen, the pitch has been successfully transferred.

✳ The pitcher should throw first, so wait to start a session until the pitcher has the ball.

If the mobile device is near the catcher:

- Make sure the catcher pauses with the ball after catching it. This allows time for the pitch to transfer.
- After the catcher throws back to the pitcher, the catcher should again make sure the app is not currently transferring a pitch before the pitcher throws again.

If the mobile device is near the pitcher

- The pitcher should pause with the ball to allow any pitches to transfer before throwing to the catcher.

Transferring Pitches Indicator

Welcome to PitchTracker Softball's New Look!

PitchTracker Softball's got a new look! Click one of the option's below to learn how to navigate through the different sections.

- **Explore the Dashboard**

- **Pairing to the Ball**

- **Starting a Session**

- **Navigating a Session**

- **Viewing History**

- **Working in Groups**

19. Compliance and Certifications

Federal Communications Commission
Model: DKT003
FCC ID: 2ABWR-DKT003

Industry Canada Model: DKT003
IC: 12312A-DKT003

Compliance Statement

1. FCC Interference Statement (Part 15.105 (b))
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 energy 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 of the following measures:

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

2. FCC Part 15 Clause 15.21 [Do not Modify warning]:
"Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment"

3. FCC Part 15.19(a)[interference compliance statement], unless the following statement is already provided on the device label: –
"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."

4. FCC Module integration instructions for the End-Product Manufacturer (Required by FCC KDB 996369 D03v01) shall include the applicable items as appropriate for the radio module:

i. Antennas – A list of antennas included; identify types

ii. Label and compliance information – advise host manufacturers to provide a physical / e-label stating, "Contains FCC ID: XXXXXYYYYYYY". "Contains IC: XXXXXYYYYYYY" with their finished product

5. ISED Canada RSS-Gen Notice (in English and French):
"This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS. Operation is subject to the following two conditions:

1.This device may not cause interference.
2.This device must accept any interference, including interference that may cause undesired operation of the device."

"L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables auxappareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

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

6. ISED Canada ICES-003 Compliance Label (CAN BE PROVIDED ON LABEL OR in USER MANUAL):
"CAN ICES-3 (B)/NMB-3(B)"

Disposal and Recycling Information

Your SwingTracker and/or PitchTracker should be disposed of separately from household waste. Take the sensor 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.

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