



TRUGOLF
SIMULATORS

MULTISPORT

MANUAL



TRUGOLF.COM

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CONTACT CUSTOMER SUPPORT
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 Toll Free: 877-711-6691
 Direct Line: 801-677-1123
<https://trugolf.com/support>

TRUGOLF MULTISPORT

Welcome to TruGolf's first MultiSports game pack, which includes Rally Baseball, Slap Shot Hockey, Breakaway Soccer and Foot Golf!
 To play these games, you will need the following:

- 1) A TruGolf simulator, with one of these tracking systems:
 - The **E6 Interactive Sports Camera System**
 See https://trugolf.com/downloads/manuals/E6_Interactive_Sports_Camera_Manual.pdf for information on installing the E6 ISC
 - The **TruTrack 2** (in-floor/acoustic), or
 - The **TruFlight 2** (high-speed camera-based)
- 2) A compatible PC, with the following minimum/recommended specs:

GPU	Minimum: Nvidia GeForce GTX 680 / 1050 Ti Recommended: Nvidia GeForce GTX 1070 / 1660 Ti (RTX 2070 or 2080 for 4K)
CPU	Minimum: Core i3 6th gen. Intel processor Recommended: Core i7 8th gen. Intel processor
RAM	Minimum: 8GB of installed memory Recommended: 16GB
OS	Windows 10
Other	Internet Connectivity 2 or more USB 3.0 ports Sound Card with mic/line in capabilities

- 3) The **E6 Product Launcher** installed:
 See https://trugolf.com/downloads/manuals/E6_Product_Launcher_Manual.pdf for information on installing the E6 Product Launcher
- 4) **Equipment**
 - **Rally Baseball:** A bat, ball and hitting tee
 - **Slap Shot Hockey:** A hockey stick and street hockey ball or puck
 - **Breakaway Soccer & Foot Golf:** A soccer ball (or similar type of ball)
 - Balls, pucks, and hitting tees available from TruGolf
- 5) Microphone (required to use the Voice-Activation options within the games)

NOTE: The E6 Interactive Sports Camera system has a built-in microphone that works via the USB 3.0 bus, but it is recommended that customers have mic/line in on their sound card, in case they want to improve the microphone pickup using their own/custom microphone hardware.

- See page 3 for instructions on installing a separate microphone
 - Microphones available from TruGolf

PLAYING THE MULTISPORT GAMES

To play the Multisport games the E6 Product Launcher must be installed. Once this is done:

- 1) Open the **E6 Product Launcher**.
- 2) Click the game you want to play.
 - Scroll to see all available games
 - The first time you play a game, it will need to be downloaded
- 3) Click **PLAY**.

SELECTING IN-GAME SETTINGS

Inside each of the MultiSport games is a settings screen, accessible by clicking the **SETTINGS** ⚙ icon from the main menu.

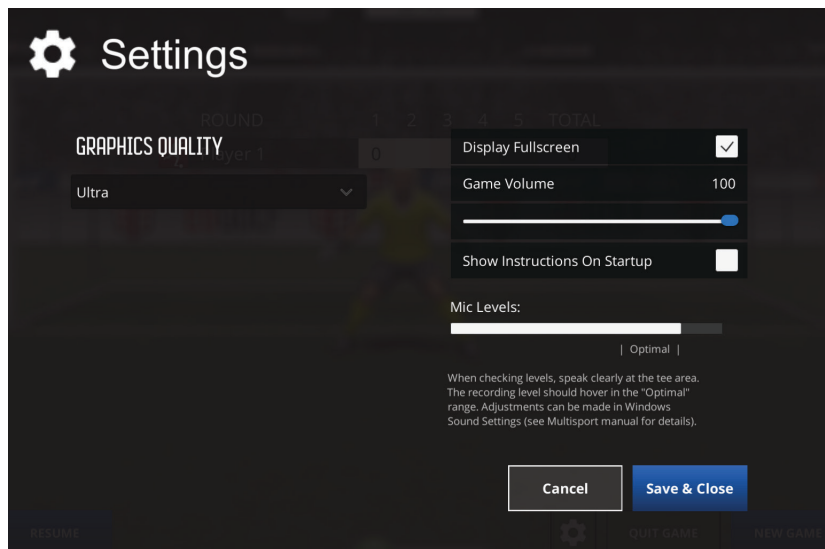
On the Settings screen, you'll find the following options:

Graphics Quality

- Medium: For systems with minimum hardware specs
- High: For systems between the minimum and recommended hardware specs
- Ultra: for systems that meet or exceed the recommended hardware specs

Display Fullscreen – Toggles between full screen and “windowed” mode

- Users should never need to run in Windowed Mode, unless troubleshooting; leave this option selected



Game Volume – Adjusts the volume of the in-game audio, music and sound effects

Show instructions on startup – Toggles the “How to” instructions customized for each tracking system type. This appears each time you start a game to help with properly positioning a ball for the current tracking system. If you elect to not show these messages, you can switch them back on here

Mic levels – This shows the pickup and sensitivity levels of your microphone, as well as the “Optimal” pickup range. If you are experiencing any issues with the microphone, make sure the mic levels consistently measure within the “Optimal” range when speaking loudly and clearly at the tee position. If you need to adjust the mic sensitivity, refer to “**Setting up your Microphone**” (below).

When you're finished selecting Settings, click **SAVE & CLOSE**.

SETTING UP YOUR MICROPHONE

Whether you have a E6 Interactive Sports Camera (ISC) tracking system installed (which has a USB microphone included) or another tracking system with a separate mic connected via the 3.5mm jack on your sound card, you will need to set up and calibrate your microphone.

If you're using a Vista simulator that uses our TruTrack system, you may have been provided with a separate microphone with 3.5 mm jack connection. This connects via the PC's “Line-In” jack at the front of the PC unit.

Connecting the Microphone

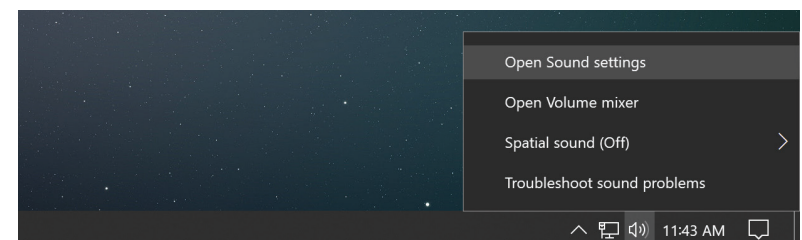
- At the front of the PC are two small 3.5 mm jack connections. One is for headphones/line-out and the other is for microphone/line-in



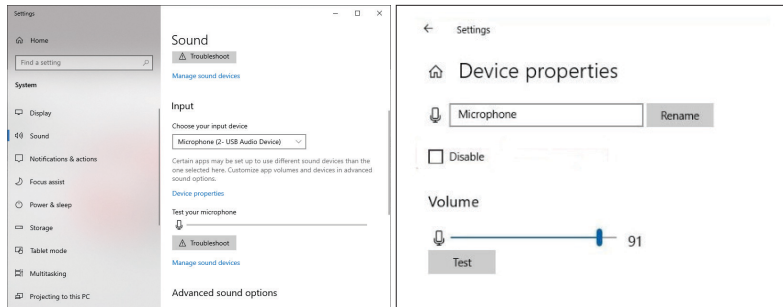
- Simply plug the microphone into the microphone/line-in jack.

After connecting the ISC tracking system—or your own standard microphone—to your PC, you will need to use **Windows Sound Settings** to adjust the sensitivity:

- 1) On your Windows Desktop, right click on the speaker icon (in the system tray) and select **OPEN SOUND SETTINGS**

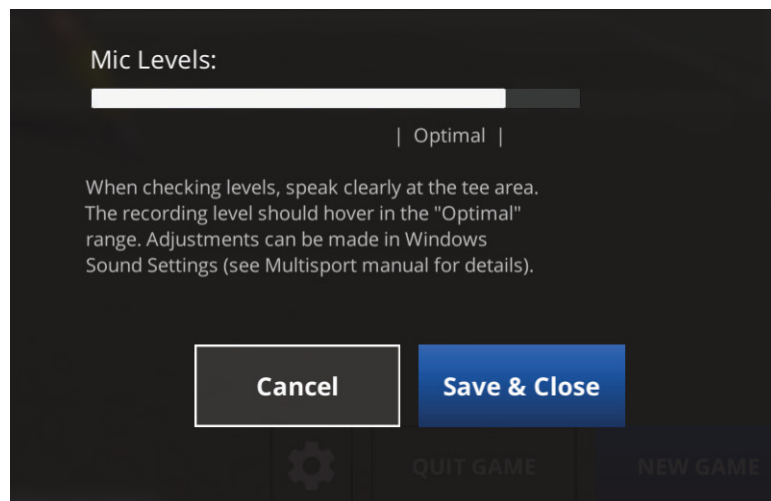


- 2) From here, navigate to the section titled "Input"
- 3) From here, you can choose your input device.
 - If you are using the **E6 ISC**, the input device will be called "**USB Audio Device**".
 - If you are using a Mic with a 3.5mm Select this device (*with a Vista simulator*), it will be called "**Mic/Line in**" or something similar.



- 4) Next, you will need to adjust the input levels. Click **DEVICE PROPERTIES**.
- 5) Adjust the slider under "**Volume**" to between 70 and 90.

NOTE: Windows has its own level meter on the sound properties windows under "Input", however this is not accurate. Levels on this meter do not represent actual levels of the microphone. To check actual levels you will need to proceed to the following steps to check your levels in-game...
- 6) Keep this window open for the next step...
- 7) Launch any **MultiSport** game.
- 8) Navigate to the in-game Settings screen by clicking the **SETTINGS** ⚙ icon from the main menu.



- 9) Stand at the tee position and speak loudly and clearly. If the mic levels consistently hover within the "Optimal" range, your microphone is configured correctly.
- 10) If the levels are too low or high, go back to the Windows Sound Settings (*see above*) and adjust the "Volume" level by increasing or decreasing the slider.
- 11) After each adjustment in Windows, return to MultiSport and check levels again until you reach the "Optimal" recording level.

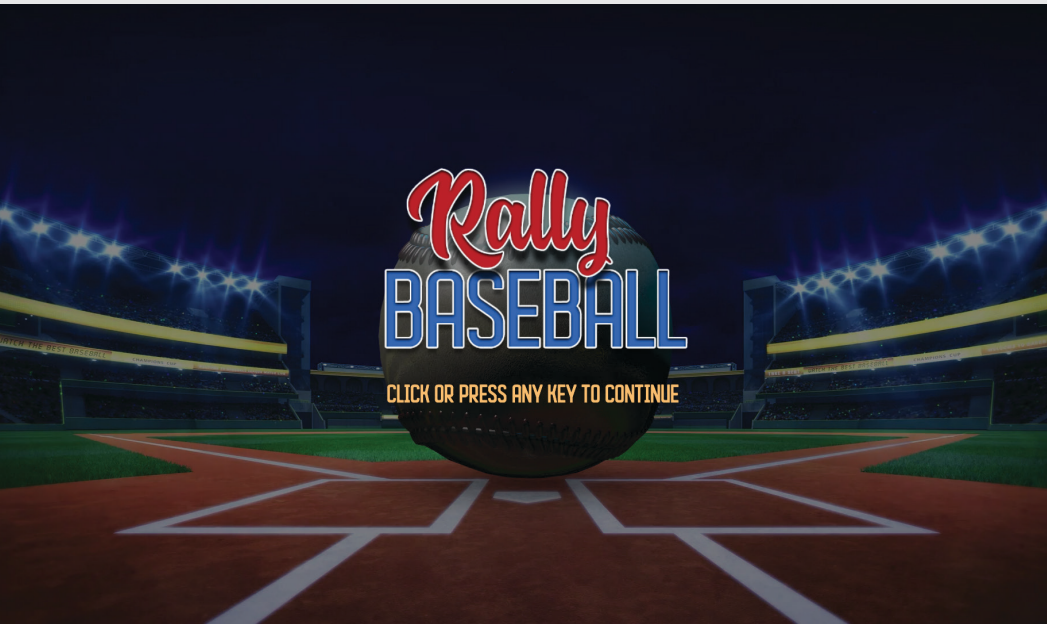
THE READY/WAIT INDICATOR

In all MultiSport games, there is an on-screen graphic that notifies players when the system is ready to accept a shot.

- **Ready:** The system is ready
- **Please Wait:** The system is still processing the previous shot; players must wait until the status returns to "ready" before taking another shot



RALLY BASEBALL



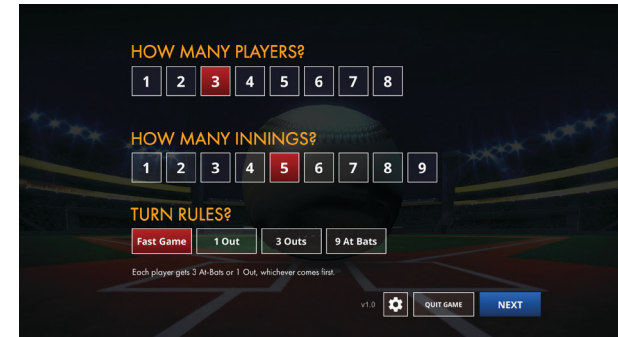
Rally Baseball is a “Home Run Derby” style game, where you get points for hitting into single, double, triple and home run zones, while trying to avoid hitting into “Out” zones.

REQUIRED EQUIPMENT

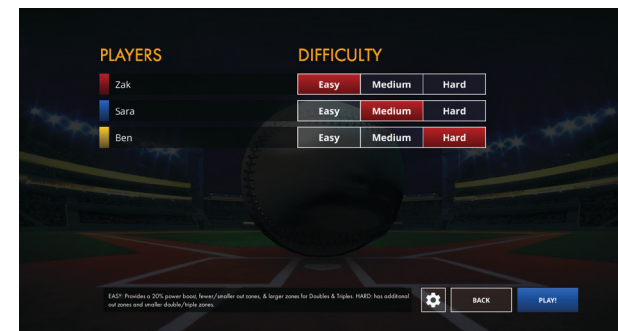
- **Baseball Bat**
 - You provide the bat
- **Hitting Tee**
 - Any standard hitting tee
 - TruGolf sells a hitting tee, if desired
- **Baseball**
 - **IMPORTANT!** *Real baseballs should not be used, as a wayward hit could easily damage the simulator or PC. Wiffle balls are also not recommend, as their light weight may not track accurately. A variety of softer baseballs will work.*
 - TruGolf sells an ideal soft baseball that was used in the development of the game.

GAME SETUP

- 1) From the Title screen, continue on to the Game Setup screen. Here you choose:
 - **Number of Players** (1-8)
 - **Number of Innings** (1-9)
 - **Turn Rules** (Fast Game, 1 Out, 3 Outs, 9 At Bats)
NOTE: *Select any of the Turn Rules options to see a description.*



- 2) After choosing players, innings and turn rules, select **NEXT**.
- 3) On the **Player Setup** screen, you can:
 - Enter **PLAYER NAMES** (*select any Player Name box and enter a new name*)
 - Select **DIFFICULTY LEVELS** for each Player (*a description of the difficulty levels is at the bottom of the screen*)
 - Select the **BACK** button to go back and change the number of players, innings or turn rules
 - Click the **SETTINGS** ⚙️ button to check settings for screen display, volume of in-game sounds and microphone levels**NOTE:** *This Settings screen is also accessible while you're playing the game.*
- 4) After entering new player names and choosing a difficulty level for each player, select **PLAY!**



BATTING

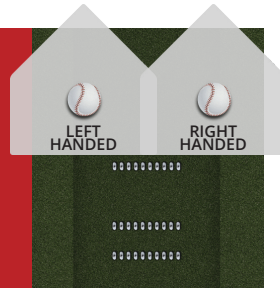
1) Position the Hitting Tee.

- If you are using the **E6 Interactive Sports Camera**, place the hitting tee 2 ft. behind the standard tee area ("Tee Position").

NOTE: For most games, the ISC is calibrated to track balls kicked/hit from the Tee Position; Rally Baseball performs better with the hitting tee further from the screen

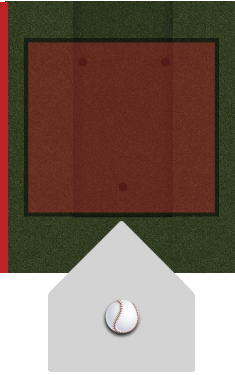
TruTrack 2

With a TruTrack 2 (in-floor/acoustic) tracking system, place the hitting tee so the back edge of the hitting tee's base is several inches ahead of the front floor sensor (as shown on right). Also, there should be no shadows crossing the sensors. If the hitting tee obstructs the sensors, an error message is displayed.



TruFlight 2

With a TruFlight 2 (high-speed camera-based) tracking system, place the hitting tee just outside (behind) the camera's view. If any part of the hitting tee is in the camera's view, an error message is displayed.



2) Place the ball on the tee and get ready to swing.

3) Trigger a pitch. There are three ways to do this:

- If using a microphone, speak one of the voice commands displayed onscreen
 - "Slow" or "Change Up" for a slow pitch
 - "Normal" or "Pitch" for a medium pitch
 - "Fast" or "Quick" for a fast pitch
- Touchscreens or keyboards may also be used:
 - With a **touchscreen**, press one of three pitch buttons onscreen.
 - With a **keyboard**, press **S** for a slow pitch, **D** for a normal pitch, or **F** for a fast pitch.



4) Time your swing to get a **POWER BOOST!**

IMPORTANT! When hitting, there are no balls and strikes and you can swing at any time—with or without the pitcher making a pitch. However, if you trigger a pitch and time your swing just right, your hit will get a significant "Power Boost" bonus.

- Good timing varies, depending on the speed of the pitch (*Slow, Medium, Fast*).
- After each pitch & hit, a Swing Timing graphic is displayed, showing if you swung early or late and by how much.

URNS

There are four ways to play each player's turn, which you choose on the Game Setup screen:

- **Fast Game:** Hit until you make 1 Out or have 3 At-Bats, whichever comes first
- **1 Out:** Hit until you make an out
- **3 Outs:** Hit until you make three outs
- **9 At-Bats:** Get nine at-bats, regardless of how many of them are outs

Player 1 always goes first, followed by Player 2, and so on. At the end of each player's turn, a score summary is displayed.

PITCHING VS. HITTING!

For an added level of competition, have a player who is not batting choose which pitches to throw, using the touchscreen or keyboard, rather than using the microphone to trigger the pitches.

- With a **touchscreen**, press one of three pitch buttons onscreen.
- With a **keyboard**, press **S** for a slow pitch, **D** for a medium pitch or **F** for a fast pitch.

SCORING

The playing field is divided into ZONES for **Outs, Singles, Doubles** and **Triples**. A hit over the fence is a **Home Run**.

- The size of the Zones (*and the number of Out Zones*) varies for each Difficulty Level.
- The result of a hit is determined by where the ball comes to rest, unless it hits the wall, in which case you get an Out, a Double or a Triple, depending on which section of the wall the ball hit.
- Singles are worth 1 point, Doubles 2, Triples 3 and Home Runs 4.

IN-GAME UI

- 1) **Scoreboard:** The scoreboard in center field displays player scores for each inning and their total scores.
- 2) **Baseball Button:** Select this to display a more detailed scoreboard, which shows who is at-bat and who has the current high score. From here, you can click the **SETTINGS** ⚙️ button to check and adjust settings for screen display, volume of in-game sounds and microphone levels, or exit the game.



SLAP SHOT HOCKEY



Slap Shot Hockey gives you four ways to play: head-to-head against a goalie, hitting targets in the goal area—either for high score or in “blackout” mode, where you play until all targets are hit—and the exciting new “long shot” mode, where you shoot from the far side of the rink to an empty goal and must avoid having the puck hit randomly moving skaters!

REQUIRED EQUIPMENT

- **Hockey Stick**
 - You provide the stick
- **Street Hockey Ball or Puck**
 - **IMPORTANT!** *Real pucks should not be used, as they may damage the simulator screen.*
 - TruGolf sells both an ideal street hockey ball and puck, both of which were used in the development of the game

GAME SETUP

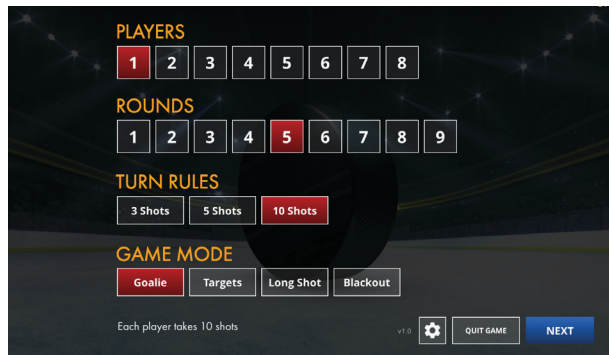
1) From the Title screen, continue on to the Game Setup screen. Here you choose:

- **Number of Players** (1-8)
- **Number of Rounds** (1-9)
- **Turn Rules** (3 Shots, 5 Shots, 10 Shots)

NOTE: Select any of the Turn Rules options to see a description.

- **Game Mode** (Goalie, Targets, Long Shot, Blackout)

NOTE: Select any of the Game Modes to see a description.

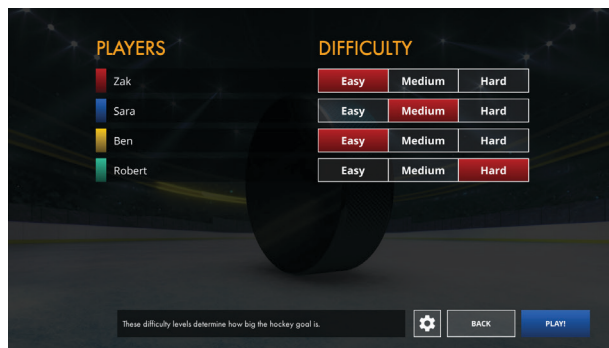


2) After choosing players, rounds, turn rules and game mode, select **NEXT**.

3) On the Player Setup screen, you can:

- Enter **PLAYER NAMES** (select any Player Name box and enter a new name)
- Select **DIFFICULTY LEVELS** for each Player (a description of the difficulty levels is at the bottom of the screen)
- Select the **BACK** button to go back and change the number of players, rounds, turn rules or game mode
- Click the **SETTINGS** ⚙️ button to check settings for screen display, volume of in-game sounds and microphone levels

NOTE: This Settings screen is also accessible while you're playing the game.

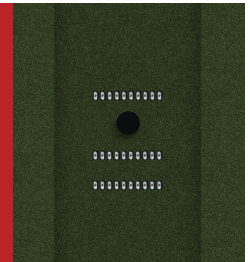


1) After entering new player names and choosing a difficulty level for each player, select **PLAY!**

BALL/PUCK PLACEMENT

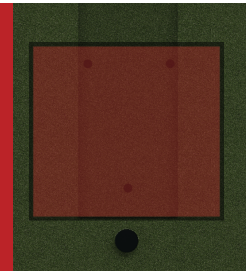
E6 Interactive Camera System / TruTrack 2

If you have a E6 Interactive Camera System or TruTrack 2 (in-floor/acoustic) tracking system, place the ball/puck on the "Tee Position" (where you would put a golf ball (in between the sensors with the TruTrack 2)).



TruFlight 2

If you have a TruFlight 2 (high-speed camera-based) tracking system, place the ball/puck just outside (behind) the camera's view. If any part of the ball/puck is in the camera's view, an error message is displayed.



MODES OF PLAY

GOALIE GAME MODE

The traditional one-on-one battle between you and the goalie—a penalty shot from a static position.

Scoring: 1 point per goal



TARGETS GAME MODE

Practice your shot-making by hitting targets within the goal.

Difficulty: The number and size of targets differs for each difficulty level.

Scoring:

- EASY targets have point values of 5, 10, 15, 20 and 25 (3 targets each)
- MEDIUM, there is one 25, two 20's, three 15's, four 10's and five 5's
- HARD has one each of 15, 20 and 25, plus two 10's and 10 5's.



BLACKOUT GAME MODE

Similar to the Targets Game Mode, but play until all targets are hit!

Scoring: Same as Targets Game Mode

LONG SHOT GAME MODE

The opposing team has pulled their goalie, leaving their goal open. All you need to do is make a long, straight shot that doesn't hit any of the skaters!

Scoring: 1 Point per Goal

NOTE: There are three starting positions (left, center, right), randomly chosen and changed each round.



PUCK MAX SPEED

The speed of every shot you take, in any Game Mode, is displayed when the shot is finished! This appears in the top left corner of the screen and shows the speed in both Miles per hour and Kilometers per hour.

BREAKAWAY SOCCER



With Breakaway Soccer, you have three ways to play: (1) head-to-head against a goalie, (2) a unique European mode of play, known as "Two Hole" and (3) an exciting and challenging new "passing" mode, where you kick to any of three moving teammates to perfect your accuracy, distance and timing!

REQUIRED EQUIPMENT

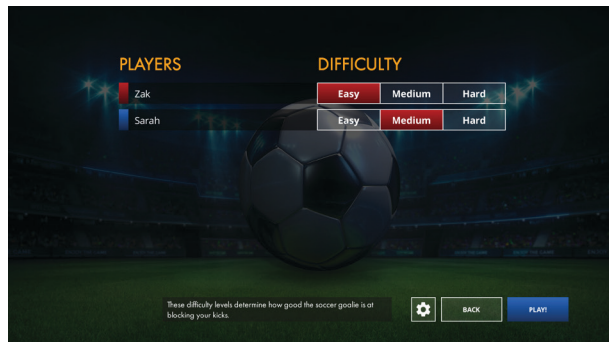
- Soccer Ball
 - Other similar balls (volleyball, kick ball) may work as well.

GAME SETUP

- 1) From the Title screen, continue on to the Game Setup screen. Here you choose:
 - **Number of Players** (1-8)
 - **Number of Rounds** (1-9)
 - **Round Rules** (3 Shots, 5 Shots, 10 Shots)
 - **Game Mode** (Goalie, Two Hole, Passing)



- 2) After choosing players, number of rounds, round rules and game mode, select **Next**.
- 3) On the Player Setup screen, you can:
 - Enter **PLAYER NAMES** (select any Player Name box and enter a new name)
 - Select **DIFFICULTY LEVELS** for each Player (a description of the difficulty levels is at the bottom of the screen)
 - Select the **BACK** button to go back and change the number of players, rounds, round rules or game mode
 - Click the **SETTINGS** ⚙️ button to check settings for screen display, volume of in-game sounds and microphone levels



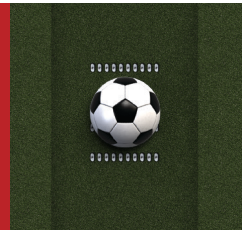
NOTE: This Settings screen is also accessible while you're playing the game.

- 4) After entering new player names and choosing a difficulty level for each player, select **PLAY!**

BALL PLACEMENT

E6 Interactive Sports Camera

If you have a E6 Interactive Camera, place the ball on the Tee Position



TruTrack 2

If you have a TruTrack 2 (in-floor/acoustic) tracking system, place the ball just behind the rear floor sensor and slightly left or right of center

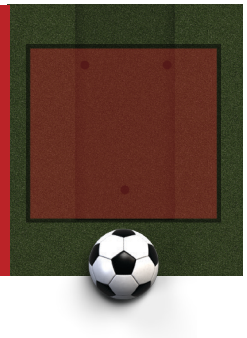
If the ball is covering any sensor before it's kicked, the kick may not register



NOTE: Occasionally, kicking straight across the sensors will cause the kick to not register. So, ideally, the ball should be kicked slightly diagonally across the sensors (i.e. if you want to kick to the right side of the screen, place the ball just left of center).

TruFlight 2

If you have a TruFlight 2 (high-speed camera-based) tracking system, place the ball just outside (behind) the camera's view. If any part of the ball/puck is in the camera's view, an error message is displayed.



VOICE-ACTIVATION

- Voice-activation is used only in the "Passing" Game Mode
- When you're ready, say "Ready" – this will trigger your teammates to start running toward their passing target areas
- If you're not using the microphone, you can press any key to start the action.

MODES OF PLAY

GOALIE GAME MODE

The traditional one-on-one battle between you and the goalie—essentially a penalty shot.

Scoring: 1 point per goal

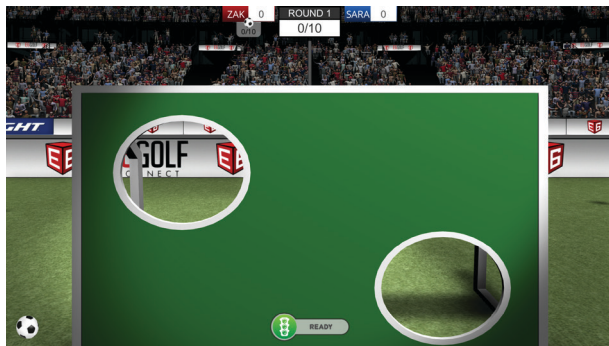


TWO HOLE GAME MODE

Two Hole is inspired by a popular European mode of play, where players take shots at a wall with two small holes, one in the upper-left corner and one in the lower-right corner. Traditionally, players get six shots—three at each hole. According to long-time fans of the game, no one has EVER hit all six kicks!

NOTE: To play the traditional rules (six shots—three at each hole), choose “2” for the Number of Rounds and “3 Kicks” for the Round Rules, and then aim for a different hole on each round.

Scoring: 1 point per goal



PASSING GAME MODE

Good passing requires accuracy and timing. You have three teammates, each one running toward a specific (*highlighted*) target area. The object is to kick the ball into one of the targets and time it so the ball gets there exactly when your teammate does.

IMPORTANT! You must trigger the action of your teammates running to their target areas.

- If you are using a microphone, you can use voice activation and say “READY!”
- If there is no voice-activation, press any key.

Scoring: 1 point for hitting a close target, 2 points for a mid-range target, 3 points for a far target; x2 bonus if the player is in the target zone when the ball hits it.



FOOT GOLF



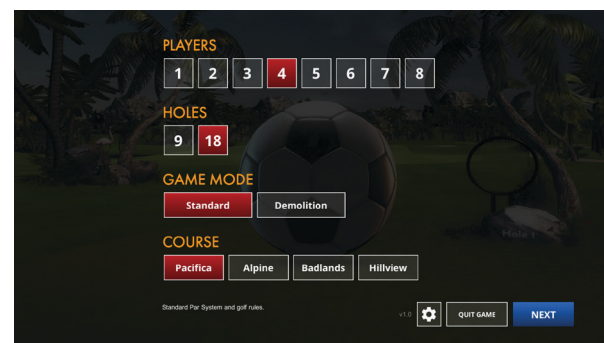
Yes, Foot Golf is an actual sport! Played on a growing number of courses around the world, it combines the beauty and challenge of golf with the accessibility of kicking a soccer ball instead of using clubs. With four courses to choose from and an outrageously fun “Demolition” mode of play—where each hole has three targets to blow up for bonus points (*not a real sport!*)—Foot Golf may become your new favorite game!

REQUIRED EQUIPMENT

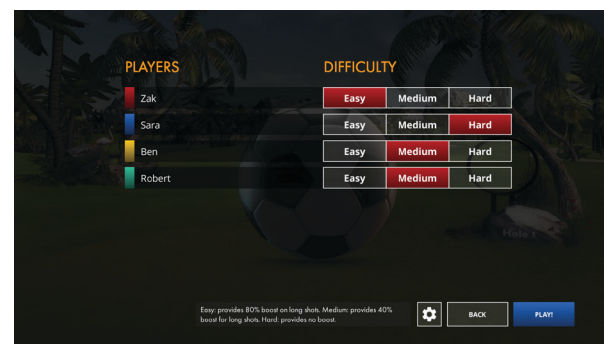
- Soccer Ball
 - Other similar balls (volleyball, kick ball) may work as well

GAME SETUP

- 1) From the Title screen, continue on to the Game Setup screen. Here you choose:
 - **Number of Players** (1-8)
 - **Number of Holes** (9 or 18)
 - **Game Mode** (Standard or Demolition)
 - **Course**
 - **Pacifica:** Oceanside, tropical, lower difficulty
 - **Alpine:** Canadian Rockies-style, moderate difficulty
 - **Badlands:** Red rock, desert; only course to play in “Demolition” mode
 - **Hillview:** The longest, most challenging course



- 2) After choosing players, number of holes, game mode and course, select **NEXT**.
- 3) On the **Player Setup** screen, you can:
 - Enter **Player Names** (select any Player Name box and enter a new name)
 - Select **Difficulty Levels** for each Player (a description of the difficulty levels is at the bottom of the screen)
 - Select the **Back** button to go back and change the number of players, holes, game mode or course.



- Click the **Settings** ⚙️ button to check settings for screen display, volume of in-game sounds and microphone levels.

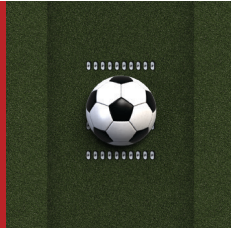
NOTE: This Settings screen is also accessible while you're playing the game.

- 4) After entering new player names and choosing a difficulty level for each player, select **PLAY!**

BALL PLACEMENT

E6 Interactive Sports Camera

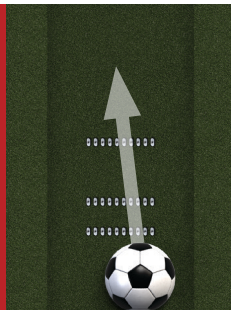
If you have a E6 Interactive Camera, place the ball on the Tee Position



TruTrack 2

If you have a TruTrack 2 (in-floor/acoustic) tracking system, place the ball just behind the rear floor sensor and slightly left or right of center

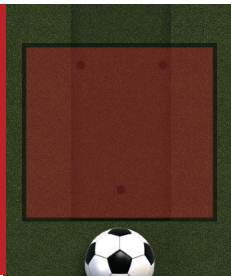
If the ball is covering any sensor before it's kicked, the kick may not register



NOTE: Occasionally, kicking straight across the sensors will cause the kick to not register. So, ideally, the ball should be kicked slightly diagonally across the sensors (*i.e. if you want to kick to the right side of the screen, place the ball just left of center*)

TruFlight 2

If you have a TruFlight 2 (high-speed camera-based) tracking system, place the ball just outside (behind) the camera's view. If any part of the ball/puck is in the camera's view, an error message is displayed.



MODES OF PLAY

STANDARD GAME MODE

Identical to traditional golf "Stroke Play", with each kick counting as a stroke and par 3, par 4 and par 5 holes.

Scoring: Traditional golf scoring, under/over par. The player with the lowest score at the end of the round wins.

Tip: A green, glowing aura indicates the location of the green.



DEMOLITION GAME MODE

In this fun mode of play, players try to complete the hole in as few kicks as possible, but also have three different targets to aim for on each hole that blow up when they are hit and provide bonus points!

Scoring: A modified "Stableford"-style scoring system, with players earning 7 points for an Eagle, 6 points for a Birdie, 5 points for a Par, 4 points for a Bogey, 3 points for a Double Bogey, 2 points for a Triple Bogey. In addition, on each hole there is a 2-point target, a 3-point target and a 5-point target. The player with the most total points at the end of the round wins.



- **Target Points:** When a target is hit, a number appears, showing how much that target was worth.
- **Golf Points:** As each player finishes a hole, a graphic appears, showing their score and the points earned (+6 for birdie, +5 for par, etc.).

- **Scorecard:** When all players have finished the hole, a scorecard shows each player's Golf Points, Target Points and Total Points

Tips:

- 1) A green, glowing aura indicates the location of the green
- 2) It's possible to hit more than one target with a single kick.
- 3) If your ball is on the fairway or green—and a moving target crosses over your ball before you kick it—it will explode (*and give you the bonus points!*).

SKIP HOLE & REWIND BUTTONS

When you're on the course in Foot Golf, there are two unique options: **REWIND** and **SKIP HOLE**.

REWIND

The **REWIND** button appears after a player has taken at least one shot. Clicking this button will reset their shot to the previous position. However, there is a two-shot penalty for doing so.

TIP: This feature can be used strategically in **Demolition mode**, allowing a player whose shot advanced him/her past a target to go back and take another shot at it. For example, if Player 1 hits a 2-point target but the ball lands beyond the 3-point target, s/he can choose to "rewind" on their next turn and try to hit the 3-point target to accrue more points.

NOTE: Using the **REWIND** button does not undo any points accrued for hitting targets, or undo the destruction of a target. It only affects the Golf Score (*which is based on the number of strokes it takes to finish the hole*).



SKIP HOLE

Clicking the **SKIP HOLE** button allows a player to quit the current hole and move to the next hole. There is a penalty, which differs slightly between Standard and Demolition Mode.

- 1) In Standard mode, the penalty adds 9 strokes to the player's score.
- 2) In Demolition mode, the penalty is that the player gets zero Golf Points for that hole. The player keeps any accrued Target Points, however.

NOTE: *In either Mode, if you are playing with more than one player, the skip feature only applies to the current player.*



GENERAL TROUBLESHOOTING

Microphone: If the microphone is properly installed and working, voice-activation may still be affected by other factors, such as ambient noises or other voices, the player's tone of voice, etc. For this reason, we have two different commands for each type of pitch. Quite often, one of the commands will work best for each individual.

Slow Frame Rate: If the game animation is slow, it may be due to having a less powerful graphics card in your PC. Adjusting the graphic quality will increase frame rate and make the game run smoother. While in the game, click the Settings button ⚙️. On the Settings screen, open the Graphics Quality drop-down menu and select a lower setting. Medium quality is a good balance between graphic quality and performance. After making a change, you must quit the game and restart for the change to take effect.

NOTE: *Occasionally, as with all software, the game may stop responding for no apparent reason. Restarting the game should fix the problem.*

TROUBLESHOOTING: TRUTRACK 2

BASEBALL HITS NOT REGISTERING

If the hitting tee is in the correct position, the following factors may cause a hit to not register:

- The hitting tee is casting a shadow across the sensors. The sensors must be completely unobstructed, including by shadows.
- The ball didn't hit the screen
- The ball didn't hit the screen hard enough
- **IMPORTANT!** *With the TruTrack 2 (in-floor/acoustic) tracking system, the sound of the ball hitting the screen is necessary to track the ball*
- The bat hit the tee neck (*that noise may affect the audio tracking*)
- The bat is not crossing all the sensors (*player may need to stand closer to the tee*)
- Occasionally, as with all software, the game may stop responding for no apparent reason. Restarting the game should fix the problem.

HOCKEY SHOTS NOT REGISTERING

IMPORTANT! *With the TruTrack 2 (in-floor/acoustic) tracking system, the sound of the ball/puck hitting the screen is necessary to track the ball/puck; for this reason, shots may not register if:*

- *The ball/puck didn't hit the screen*
- *The ball/puck didn't hit the screen hard enough*
 - *Only firm "slap shots" will work on the TruTrack 2 system; "flip" shots will not work*

NOTE: *A "slap shot" is a full swing; a "flip shot" is when the ball/puck is "scooped" and flipped softly*

VERY IMPORTANT! *The TruTrack 2 sensors are under the floor in the hitting area. Using a hockey stick to hit on the artificial turf may eventually cause the turf to splay and/or cover the openings for the sensors. If shots are starting to not register frequently, you may need to use scissors to trim the splayed turf over the sensors. This should solve the problem and not affect how the sensors work with golf and other sports.*

SOCCER SHOTS NOT REGISTERING

IMPORTANT! *With the TruTrack 2 (in-floor/acoustic) tracking system, the sound of the ball hitting the screen is necessary to track the ball; for this reason, shots may not register if:*

- *The ball didn't hit the screen*
- *The ball didn't hit the screen hard enough*
- *Occasionally, kicking straight across the sensors will cause the kick to not register. So, ideally, the ball should be kicked slightly diagonally across the sensors (i.e. if you want to kick to the right side of the screen, place the ball just left of center)*
- *If the ball is covering any sensor before it's kicked, the kick may not register*

"Passing" Game Mode not Resetting the Players:

- A kick must register to reset the players. If the last kick didn't register, you need to re-kick (the players will be in their ending positions). When this kick registers, the players will reset to their starting positions.

FOOTGOLF SHOTS NOT REGISTERING

IMPORTANT! *With the TruTrack 2 (in-floor/acoustic) tracking system, the sound of the ball hitting the screen is necessary to track the ball; for this reason, shots may not register if:*

- *The ball didn't hit the screen*
- *The ball didn't hit the screen hard enough*
- *Occasionally, kicking straight across the sensors will cause the kick to not register. So, ideally, the ball should be kicked slightly diagonally across the sensors (i.e. if you want to kick to the right side of the screen, place the ball just left of center)*
- *If the ball is covering any sensor before it's kicked, the kick may not register*

TROUBLESHOOTING: TRUFLIGHT 2

SHOTS NOT REGISTERING

- **Camera Calibration:** If the TruFlight 2 cameras are properly calibrated to play golf, they will work well with the MultiSports games. If shots are not registering, refer to the golf documentation to ensure the cameras are properly calibrated.
- **Ball/Puck Color:** TruFlight 2's camera system was built to track golf balls, so any ball you use should be all or mostly white (*or another light color*).

TROUBLESHOOTING: E6 INTERACTIVE SPORTS CAMERA

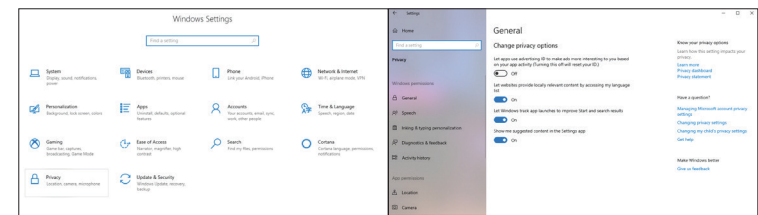
For a full list of troubleshooting issues and resolutions, please refer to the troubleshooting section of the E6 Interactive Sports Camera (ISC) manual.

TROUBLESHOOTING: MICROPHONE

MY MICROPHONE IS NOT PICKING UP ANY SOUND IN-GAME, DESPITE WORKING OK IN MY WINDOWS 10 SOUND SETTINGS

This may happen if your privacy settings are configured differently from the default in Windows 10. This applies to both the USB microphone that comes with your Interactive Sports Camera, or the 3.5mm jack microphone that comes with your Vista or TruFlight 2 system.

- 1 | Navigate to the **SETTINGS** menu of Windows 10 (*Start Menu > Settings*).
- 2 | Inside the Settings screen click **PRIVACY**.



- 3 | On the Privacy screen, from the list on the left click **MICROPHONE**.
- 4 | Inside here you will see a section titled "Allow apps to access your microphone". Please ensure this is switched to **ON**.

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

On

Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

If an app is using your microphone, you'll see this icon: 

Now you can return to the game and check to see if you have microphone levels showing up.



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