

SwingTracker

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Diamond Kinetics

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1. Getting Started

WELCOME TO SWINGTRACKER!

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 YOUR SWINGTRACKER™ SENSOR

This User Guide contains important safety, handling and warranty information, as well software license information for your SwingTracker sensor. Please read carefully before using your sensor.

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

- When you perform a repetitive activity, such as swinging a bat, you may experience occasional discomfort or fatigue. Consult a physician if issues persist.
- Your SwingTracker sensor contains sensitive electronic components. Do not attempt to modify or repair your SwingTracker sensor yourself. Disassembling your sensor will void the manufacturer's warranty.
- The SwingTracker sensor contains small parts and is a choking hazard. It is not appropriate for children under the age of three.
- Your SwingTracker sensor is splash proof. However, do not use your sensor in rain or submerge under water.
- Do not overstretch the sensor strap. It is only intended for use with the SwingTracker sensor.
- Unplug the USB power cable and discontinue use if it has become damaged or has been exposed to rain, liquid or excessive moisture.

1.2. Package Contents

What Comes in the Box:

- Sensor
- Pod
- Sensor Strap
- Wireless Charging Pad
- USB Connection Cable
- Storage Pouch



1.3. Download the Mobile App

Download the SwingTracker app from the App Store on your iOS device.



SwingTracker

[SwingTracker Baseball](#)



SwingTracker

[SwingTracker Softball](#)



To see a list of our compatible Apple devices, [click here.](#)

1.4. Create an Account

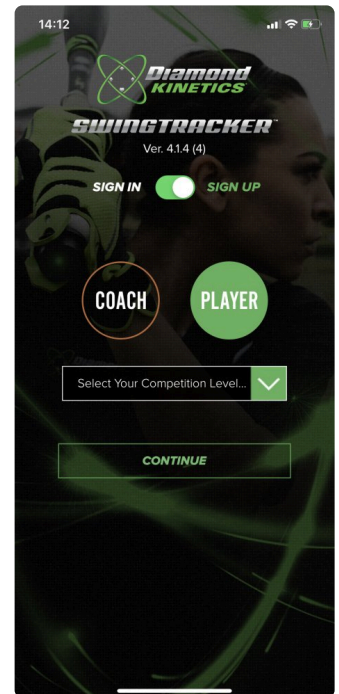
Accounts can be created using our DK Web App or in the SwingTracker App.

DK Web App

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

SwingTracker App

1. Download the SwingTracker 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 swinging, you should select Coach)
4. Complete the registration form



SwingTracker Softball App Sign Up Page



DK Tips:

- All accounts need unique email addresses.
- A Diamond Kinetics account can be used in *any* app. If you have an existing PitchTracker 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 Swing

Before taking swings, learn how to turn your sensor on & off, pair it to your device and make sure it's charged!



2.1. Turning your Sensor ON/OFF

Turning Your Sensor On

To turn your sensor on when it is on your bat, tap the bat on the ground a couple times! This will wake up the sensor and it will start to blink rapidly. Once the sensor is paired to your device, the light will slow to a pulse.

You can turn the sensor on when its is off the bat by tapping the top of the sensor a couple times or placing it on the charger.

Turning Your Sensor Off

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

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

2.2. Removing Your Sensor from the Pod

To remove sensor from pod, push down and turn the sensor counter-clockwise 1/8 turn to unlock.



The plastics of brand new sensors can sometimes be stiff! Some DK tips on helping that are:

1. Use the green strap to place on top of the sensor then push down and turn.
2. Place the sensor and pod on a flat surface. Use the palm of your hand to press down and turn.



If you have issues removing your sensor from the pod **do not** try to pry it out. Doing so can damage the sensor.

If you have issues removing the sensor from the pod, please reach out to our Support Team at support@diamondkinetics.com!

2.3. Pairing Your Sensor

Let's get your SwingTracker paired and you ready to swing!

If you purchased SwingTracker **on or after** December 1st, 2019, please [click here.](#)

If you purchased SwingTracker **before** December 1st, 2019, please [click here.](#)

2.3.1. Pairing Your Sensor through the App

Let's get your SwingTracker Paired!

For users who purchased the SwingTracker on or after December 1st, 2020.

To pair to your sensor, make sure that it is on and in range! The light on the top of the sensor should be blinking a rapid green.

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

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

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



"I don't see my SwingTracker listed here"

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

“The line underneath my SwingTracker is Blue/Purple”

The blue line means that the SwingTracker is currently connected through Apple Settings. Exit the app and go to your Bluetooth Settings on your device. Disconnect from the SwingTracker 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 sensors with multiple players. If you are using one sensor, you do not need to assign it.

“Change the Name on your Sensor”

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](#)

2.3.2. Pairing Your Sensor through Apple Settings

Let's get your SwingTracker Paired!

For users who purchased the SwingTracker before December 1st, 2020.

1. Double tap the sensor to turn it on (a rapid blinking green light will appear)
2. Go to Settings on your iOS device
3. Select Bluetooth
4. Enable Bluetooth in the Settings Menu, if it is not already on
5. Select the "SwingTracker" sensor
6. Look for "Connected" next to the SwingTracker

"I don't see my SwingTracker in my Bluetooth Devices"

- Confirm that the sensor is on (no light means it's not on)
- Confirm that the sensor is charged (red light means it is low on charge)
- Check that it is not connected to another nearby iOS device
- Confirm SwingTracker is close to the iOS device and try again

2.4. Firmware Version (Sensor)

Your SwingTracker sensor 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 swing! Click below to learn how to check your Firmware Version or how to update it!

[Check Firmware Version](#)

[Update My Firmware](#)

2.4.1. Checking your Firmware Version

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

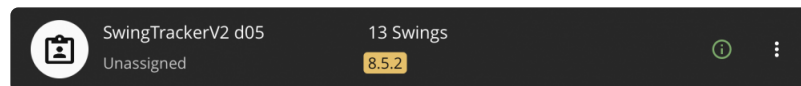
1. Pair your SwingTracker to your iOS device. ([Click here](#) to learn how.)
2. Navigate to the Pair Sensor Page from the main menu of the app.
3. Select the 'i' to the far right of your SwingTracker
4. This next page is your Sensor Information, you'll see an option that says **FIRMWARE VERSION**
5.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

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

If your Sensor'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 Sensor page or written in red in your Sensor Information page.



Out of date Firmware- Pair Sensor Page



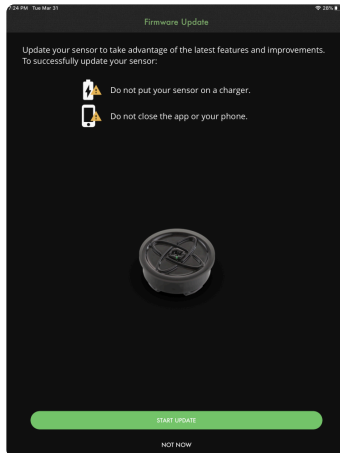
Out of date Firmware- Smart Ball Information Page

2.4.2. Updating your Firmware Version

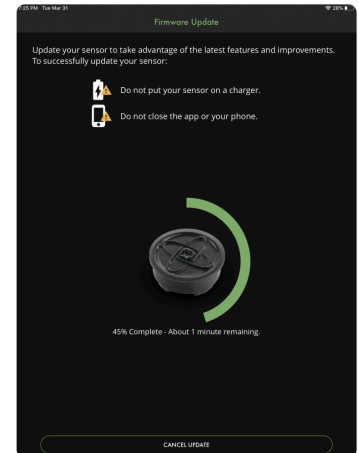
Let's get your Firmware up to date with the latest version and get you swinging!

1. Pair your SwingTracker to your iOS device. ([Click here](#) to learn how.)
2. Navigate to the Pair Sensor Page from the main menu of the app.
3. Select the 'i' to the far right of your SwingTracker
4. This next page is your Sensor 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 Sensor page.



Pre Firmware Update



Mid Firmware Update

* TIPS FOR UPDATING FIRMWARE:

The firmware update may take a couple of minutes. To ensure it goes smoothly check out these tips!

- Make sure that your Sensor is mostly charged
- Make sure that your Sensor is **off** the charging pad
- If the update fails, forget the sensor from Bluetooth, turn off Bluetooth, restart device
- Make sure the sensor is forgotten/disconnected from ALL nearby iOS devices

2.5. Charging

Remove the sensor from the sensor pod.

Plug the charging station into a powered USB port. The charging pad should have the 'DK' logo face up. Place the SwingTracker in the center of the charging station. The sensor light will change from a blinking red to a solid green light when fully charged.

When charging your sensor, you are not able to transfer swings to your device that you have taken while in Disconnected Mode. To transfer swings from a Disconnected Mode session, remove your sensor from the charger and use the SwingTracker app to begin to transfer swing data.



*** Make sure the sensor is removed from the pod when charging. For information on removing the sensor, [click here](#)**

! Never force a charge cable into the USB port of your SwingTracker charging station. If the charge contact does not easily fit, confirm that they are properly aligned before attempting to insert again. ONLY use the USB charging cable provided to charge your SwingTracker sensor. Diamond Kinetics is not responsible for the operation of third-party accessories.

2.5.1. Checking Battery Level

To determine the battery level of your sensor:

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

The sensor will go into **sleep mode** and the light will stop blinking if you stop using it for five minutes. It will automatically wake up and the green power light will turn on once the sensor is picked up.

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

2.6. Naming your Sensor

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

To change the name of your sensor:

1. Pair your sensor to your iOS device. ([Click here](#) to learn how.)
2. Navigate to the Pair Sensor Page from the main menu of the app.
3. Select the 'i' to the far right of your SwingTracker
4. This next page is your Sensor Information, you'll see an option that says **Sensor:**
5. Click into the box and a keyboard will pop up
6. Change the name of the sensor

2.7. Attaching to the Bat

With your SwingTracker, you should receive a green rubber strap. You can use this to attach the sensor and pod to your bat.

To attach the sensor to the bat:

1. Place it in the pod by pushing down and turning clockwise
2. Place the green strap on the bat by stretching the center whole over the knob of the bat
3. Place the pod and sensor in the center of the pod
4. Pull each of the arms on the strap up over the wings of the pod so that the wing goes through one of the holes on the arm

You're good to go!

2.8. Turn Audio On

Let's get your audio turned on!

1. Open up the SwingTracker app
2. Select the three stacked lines in the upper left corner
3. Select **Settings**
4. Make sure the switch is showing **green** next to **Announce Metrics**



Don't forget to un-mute your Apple Device and turn up the volume!

3. Sensor Care

Moisture

The SwingTracker sensor is splash-proof, however significant exposure to water may cause damage to your sensor.

Do not use your sensor in the rain.

Do not spill any food or liquid on your sensor.

If your sensor gets wet, dry it thoroughly before using or charging. Do not attempt to dry it with an external heat source, such as a microwave, oven or hair dryer.

SwingTracker sensors that are damaged as a result of exposure to liquids are not serviceable and are not covered by the [Manufacturer's Warranty](#).

Storage

Store your SwingTracker sensor in a cool, dry place at room temperature using the small storage bag provided with your order.

Temperature Sensitivity and Storage

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

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

Technical Specifications

SwingTracker Baseball and SwingTracker Softball are only compatible with iOS devices. For a full list please visit the Device Compatibility [click here](#).

Online data can be viewed on both PCs and Macs using the following supported browsers: Internet Explorer (10 and above), Google Chrome, Firefox, Safari.

Multi Sensor Management (COACH USE ONLY)

BLE provides coaches who use multiple sensors with their team, easy ways to manage all of these sensors. If you do not use multiple sensors for a team, this section does not apply to you.

The first step for managing multiple sensors is to Assign the sensors to players. You can learn how to do this here: [Assign Sensors to Players](#)

After assigning the sensors to players, you can do [Bulk Transfers](#) for disconnected swings.

You are also able to do [Bulk DFU Updates](#) on BLE. For this, your sensors *do not* need to be assigned.

✿ Not sure if you've been updated to BLE? You're sensor will need to have a Firmware Version of at least: 8.5.2
To learn how to check your Firmware Version: [click here](#)

✿ If you don't have BLE and want to learn more about it and how to update, [click here](#)

Assigning Sensors

Assigning a sensor to a player enables the app to know which player bulk transferred swings should go into. This process only has to happen once. After a sensor is assigned to a player the sensor will remember who it is assigned to and any other device you log into will keep that assignment. Follow the steps below to learn how to assign sensors:

1. Make sure the sensor you want to assign is on and ready to pair
2. Open the **SENSORS** page from the main menu in the app
3. Click the icon on the left of the sensor you want to assign to a Player (will appear as a clipboard)
4. On the next page you'll see **Assign** at the top of the page and a list of your groups below, select the group that contains the Player you want to assign the sensor to
5. Click on the Player's name
6. You will be prompted to select a bat, select (or create) a bat that matches what they commonly use
7. You will be taken back to the Sensor Management page and the sensor assignment will be saved (the Player's initials or profile picture will appear where the clipboard was)

* Although the sensor will remember who it is assigned to for transferring disconnect swings, it can be reassigned to a new account by repeating the process.

* Assigning a sensor does not prohibit you from using that sensor in another player's account. *The assignment only takes effect when doing a bulk transfer*

* If at any point you would like to update a player's bat, repeat the sensor assignment process and you will have an option to re-select a bat for that player.



Bulk Transfers

If you have many players on your team taking disconnected swings, the Bulk Transfer feature will allow you to select all of the sensors you would like to transfer swings from. All the sensors you select must be assigned to a player or else you will be unable to select the sensor. This will ensure all of the swings are put into the correct accounts.

1. Make sure the sensors you want to transfer swings from are on and ready to pair
2. Open the **SENSORS** page from the main menu in the app
3. Click on the *three dots* in the top right corner
4. Select **Bulk Transfer**
5. Select the sensors that you would like to transfer the swings from. (Each sensor will show the number of swings stored on it) As you select a sensor, a green check mark appear next to it
6. Once all desired sensors are selected, click **Transfer** in the lower right corner
7. The transfer process will begin. All of the sensors will be connected to one at a time.
8. Once the transfer is done you will get a transfer report showing that the process has been completed
9. Select **Finish**



Bulk DFU Updates

DFU (Device Firmware Update) is the process in which you update the Firmware on your sensor. With BLE you are able to set up a list of sensors you would like to update the firmware on (perform a DFU) and have it run through all of them. This is useful if you are a Coach trying to update the firmware on all of your player's sensors. This process does not need the sensor to be assigned to a player. *The only limitation is the sensors must already have a firmware version starting with an 8 or higher (must be BLE enabled). If the sensor is at a lower firmware version (7.6.0) then the sensor will need to be updated through a [classic connection](#) first (Device Settings) so that it is BLE enabled.*

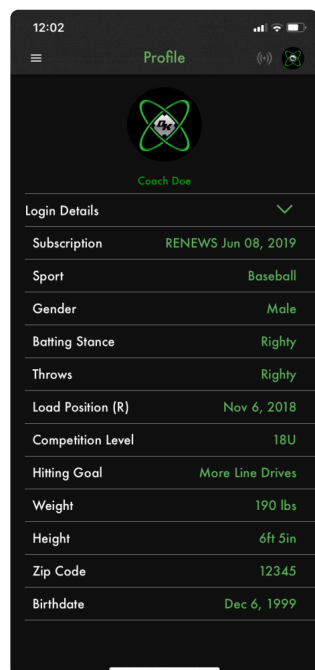
1. Make sure the sensors you want to transfer swings from are on and ready to pair
2. Open the **SENSORS** page from the main menu in the app
3. Click the *three dots* in the top right corner
4. Select **Bulk DFU**
5. Select the sensors you would like to perform the update on. (Sensors that need to be updated will have their firmware versions highlighted yellow) As you select a sensor, a green check mark appear next to it
6. After all the sensors are selected, click **DFU** in the lower right corner
7. The DFU process will begin and it will connect to each sensor one at a time
8. Once the process ends, you will receive a report indicating the process is complete
9. Select **Finish**



Make sure to transfer any disconnected swings from the sensor before performing the Bulk DFU. Disconnected swings that are not transferred off the sensor will be deleted when the Bulk DFU is ran

4. Finishing Your Profile

Now that you have the SwingTracker 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, Hitting Goal, Weight, Height, Zip Code and Birthdate*



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.

You'll see an option for **Load Position**. Load position allows the sensor to capture a more accurate read of where it is oriented at the beginning of the swing. A default load position will be used if one is not set. To set your load position, connect your sensor and then click anywhere on that load position tab. Follow along to the steps that appear on the screen. If you'd like to watch a tutorial video, [click here](#).

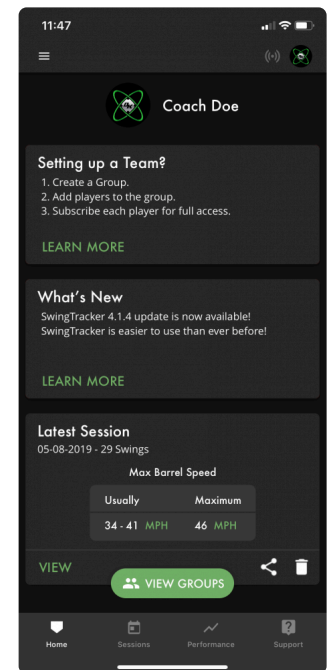
5. App Dashboard Information

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 Sensor, Settings, USA Baseball Drills and the logout option. To exit the main menu, click to the right of the screen. In the upper right hand corner, you'll see a dot with curved lines, this is your sensor icon. It will be lit up green when a sensor is connected. When a sensor's connected you can click on the icon and you will be taken to your sensor page. Next to your sensor 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 last 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, your 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 swings are in that session. You will also see the average range of your Max Barrel Speed and what your highest Max Barrel Speed was for 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**. **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 Dashboard



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

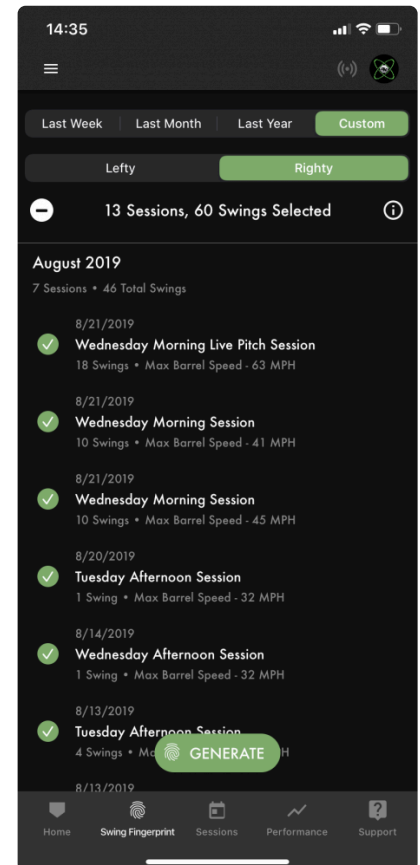
6. Swing Fingerprint

Swing Fingerprint combines a personalized swing analysis with a visual 3D heat map of a hitter's hot and cold zones.

To use Swing Fingerprint:

1. Select the **fingerprint icon** from the menu at the bottom of your Dashboard
2. Tap on the sessions you want to use for your Swing Fingerprint (selected sessions will show a green and white check mark)
3. Select **Generate**

You can automatically select all of the sessions from the **Last Week**, **Last Month** or the **Last Year** by using the options at the top of the page. You can also customize which sessions you want by selecting the **Customize** option.



We suggest that you use 30-60 swings to generate a Swing Fingerprint that most accurately represent your overall swing.

Let's learn a little bit more about what your Swing Fingerprint shows, [click here!](#)

6.1. Swing Fingerprint Walk-through

Let's take a look at your Swing Fingerprint!



The first screen you'll be taken to is your 3D heat map made up of cells that represent different locations in the strike-zone. At the top of the screen you'll see your name and the date range in which your swings were selected. Underneath you'll see a 3D icon with two curved arrows and a brain icon. The majority of the page will be taken up by a 3D figure and your Swing Fingerprint.

What do the colors mean?

The smaller cells range in color from blue to red. The more blue a cell is, the lower the potential distance is for balls hit in that location of the strike-zone. The more red a cell is, the higher the potential distance is for balls hit in that location of the strike-zone. Red cells are the locations in which you hit the ball the best. Blue cells are the locations that need improvement.



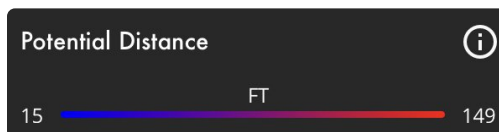
The potential distance for each colored cell is determined using a combination of the Max Barrel Speed and the Attack Angle from each swing where contact was in a cell

What are the arrows?

Each colored cell will have an arrow inside of it. This arrow represents your average Barrel Slot of swings to hit pitches in that location. Barrel Slot is the direction the sweet spot of the bat is going for 6 ball lengths prior to the impact point.

The Legend

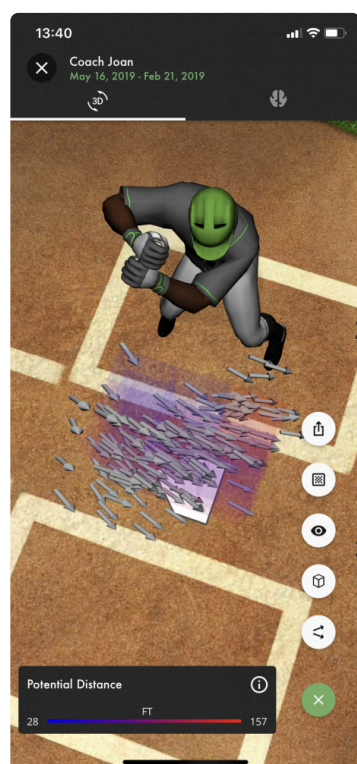
At the bottom of the page you'll find the legend for your color scale (*potential distance scale*). The legend shows a line that fades from blue to red, with your lowest and highest potential distance at each end. This is used to give you an idea of the potential distance for each cell in your Swing Fingerprint.



✿ **Why am I missing cells?** The Swing Fingerprint is a collective view of the strike-zone and all of its different locations. If you don't have enough swings in one location, your Swing Fingerprint will not show that respective cell.

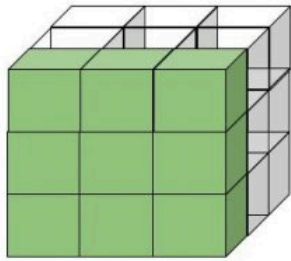
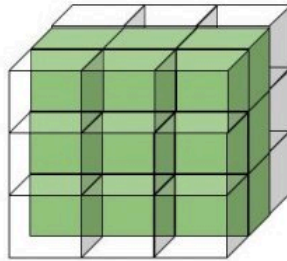
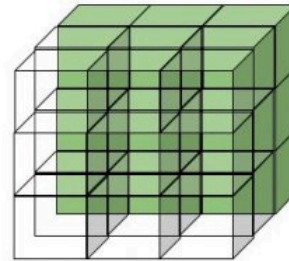
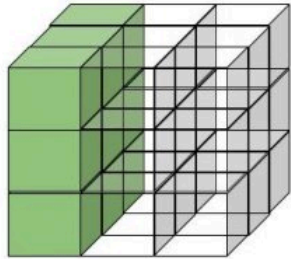
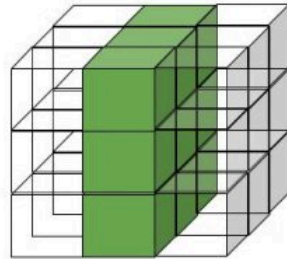
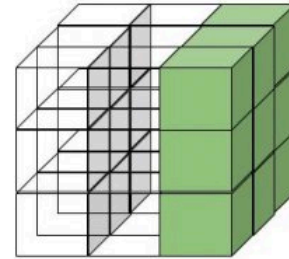
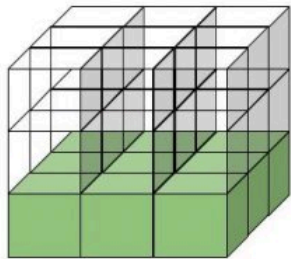
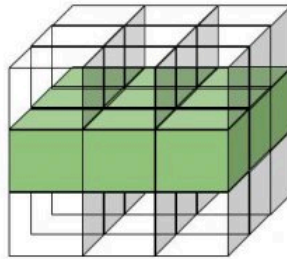
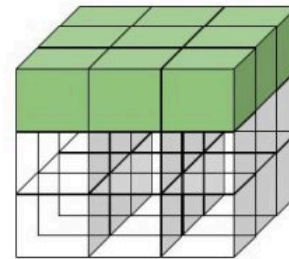
Customize your View

On the Swing Fingerprint screen you'll have the ability to customize the way you see your Swing Fingerprint. Select the green and white gear icon in the lower right corner to open up your Swing Fingerprint Settings menu.



- **Arrow Icon:** This is your Barrel Slot icon and it has three different views.
 1. The first is your **Average Barrel Slot** view represented by a single arrow in each cell of your Swing Fingerprint. This is the **Average Barrel Slot** for all swings that make contact in that location of the strike zone. This is the default view that is turned on when you enter a Swing Fingerprint. It's icon on the Swing Fingerprint settings menu is a single black arrow.
 2. The second is your **Individual Barrel Slot** view which shows a collection of arrows. Each arrow is the Barrel Slot for each individual swing that makes up your Swing Fingerprint. Collectively, you can see the path of your swing, try moving around the 3D image. The **Individual Barrel Slot** icon on the Swing Fingerprint settings menu is two black arrows.
 3. The third view shows **no Barrel Slots**. This view has Barrel Slots turned off and only shows the strike-zone heat map. It's icon on the Swing Fingerprint settings menu is a single black arrow with a line through it.
- **Cube Icon:** This is your Slice Selection Menu, it allows you to select which slices of the strike-zone appear on your Swing Fingerprint. There are 9 different slices of the strike-zone; 3 depth slices, 3 width slices and 3 height

slices. When the box beside the slice name is filled in green with a black check mark, that slice is selected and will appear in the Swing Fingerprint. When the box beside the slice name is empty, that slice has not been selected and it will not appear in the Swing Fingerprint. The best way to learn the slices and where they appear is to turn them all off by selecting **Clear**. Then turn each slice on one by one to see where they appear on the Swing Fingerprint.

**Forward (Depth)****Middle (Depth)****Deep (Depth)****Outside (Width)****Middle (Width)****Inside (Width)****Low (Height)****Middle (Height)****High (Height)**

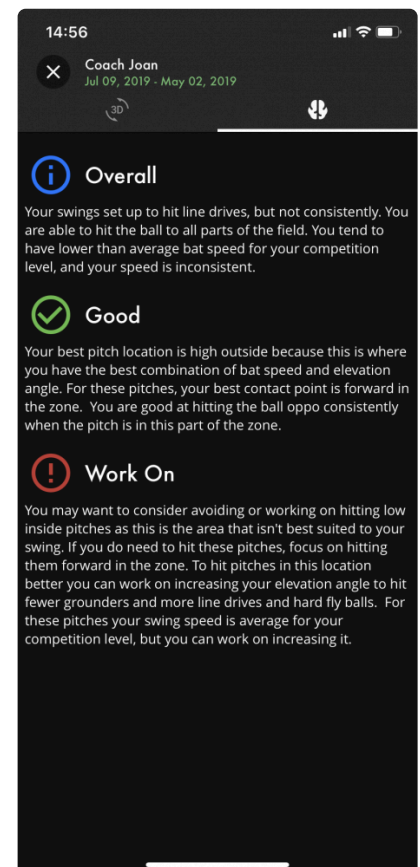
- **Eye Icon:** This icon allows you to quickly change the view in which you are viewing the Swing Fingerprint. You also have the ability to move around the 3D screen as you wish by dragging your finger.
- **Square Icon:** This is your transparency icon and allows you to control the transparency of the Swing Fingerprint. The transparency is turned on as default when you first enter the Swing Fingerprint screen. To turn it off, select this icon. You'll see the cells become solid and will be able to see their colors better. To make the Swing Fingerprint transparent, select this icon again.
- **Upload Icon:** This allows you to share your swing. By selecting this icon it will pull up your different options of how you can share your screen. *This will share a screenshot of the current screen you are on.*

6.2. Insights

Now that you've generated your Swing Fingerprint and have learned how to customize the view, let's take a look at what it means for your overall swing!

At the top of your Swing Fingerprint screen you'll see your name and the date range in which your swings were selected. Underneath you'll see a 3D icon with two curved arrows and a brain icon. Select the brain icon. This takes you to your **Insights Page**!

This is a report generated by your Swing Fingerprint. Here you'll learn an overview of your overall swing, what is good about your swing within a given area of the strike zone, and what needs to be worked on within a given area of the strike zone! These Insights are based off of your Swing Fingerprint. As your Swing Fingerprint changes, your Insights will change as well.



6.3. Swing Fingerprint FAQ

What is Swing Fingerprint?

Swing Fingerprint combines a personalized swing analysis with a visual 3D heat map of a hitter's hot and cold zones.

How do I generate a Swing Fingerprint?

Select the **fingerprint icon** from the menu at the bottom of your Dashboard

1. Tap on the sessions you want to use for your Swing Fingerprint (selected sessions will show a green and white check mark)
2. Select **Generate**

How many total swings should I use to create a Swing Fingerprint?

We suggest that you use 50-100 swings to generate a Swing Fingerprint that most accurately represent your overall swing.

Why are there cells missing on my Swing Fingerprint?

The Swing Fingerprint is a collective view of the strike-zone and all of it's different locations. If you don't have enough swings in one location, your Swing Fingerprint will not show that respective cell.

What do the different colors represent?

The smaller cells range in color from blue to red. The more blue a cell is, the lower the potential distance is for balls hit in that location of the strike-zone. The more red a cell is, the higher the potential distance is for balls hit in that location of the strike-zone. Red cells are the locations in which you hit the ball the best. Blue cells are the locations that need improvement.

How is the potential distance for each color determined?

The potential distance for each colored cell is determined using a combination of the Max Barrel Speed and the Approach Angle from each swing where contact was in a cell

What do the arrows represent?

Each colored cell will have an arrow inside of it. This arrow represents your average Barrel Slot of swings to hit pitches in that location.

What is Barrel Slot?

Barrel Slot is the direction the sweet spot of the bat is going for 6 ball lengths prior to the impact point.

How many swings do I need to send a Fingerprint?

You will need to select at least 10 swings to generate a Swing Fingerprint. However, the more swings you select the more detailed it will be. The ideal range is between 50-100 swings.

How many Fingerprints can I generate?

If you have a Premium Hitter Subscription, you can generate as many Swing Fingerprints as you'd like!

What is the difference between average and detail barrel slot views?

Your Average Barrel slot view shows only one arrow in each cell of the strike-zone. This arrow is the average barrel slot for that location (cell) of the strike-zone. The detailed barrel slot view show the barrel slot of every single swing used in your Swing Fingerprint.

What is the brain icon?

The brain icon takes you to your **Insights** page. **Insights** is a report generated by your Swing Fingerprint.

Here you'll learn an overview of your overall swing, what is good about your swing within a given area of the strike zone, and what needs to be worked on within a given area of the strike zone!

How are the Insights determined?

These Insights are based off of your Swing Fingerprint. As your Swing Fingerprint changes, your Insights will change as well.

Can I save my Fingerprint?

Currently, Swing Fingerprints cannot be saved. However, if you'd like you can export a screenshot of your Swing Fingerprint and share it. To share your Swing Fingerprint, select the Swing Fingerprint Settings menu (green and white gear icon on the Swing Fingerprint screen). Then select the upload icon at the top of the list that slides out! This will pull up your different options of how you can share your screen.

7. Activity

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

- [Sessions](#)
- [Performance](#)
- [Leaderboards](#)

7.1. 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 swing 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 swings in that session. If it is lit up white, there are favorite swings.

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.

7.2. Performance

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

The Performance page is made up by different graphs. Each graph is for a separate hitting 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".

Graphs

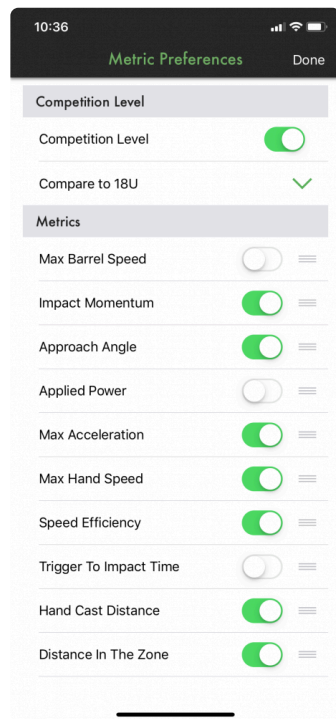
You can zoom in and out of graphs as well as scrolling through them. Each white dot on a graph represents an **individual session**, *not an individual swing*. With your finger single tap a session (white dot) on the graph. A number in a white box will appear next to the shape. This is the *average* for that metric for that session. In the upper left hand corner you'll see the date of the session, as well as the swing count of that session.

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

7.2.1. Edit Performance

“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**.



“How do I change the Competition Level I’m comparing to?”

In SwingTracker Performance View, you have the ability to compare your metrics against the top 15% of different Competition Levels. It’s a helpful way to see where you stack up in your own Competition Level or where your metrics need to be to reach the next level! On the Metric Preferences page you’ll see **Competition Level** with a switch beside it. To see the top 15% for your Competition Level make sure the switch shows green. If it shows white, tap on the switch and it will flip to green.

Once it’s flipped green you’ll see “**Compare to...**” and a downward facing green arrow. To change the Competition Level, select the downward facing arrow and scroll till you find the Competition Level you want. Once on your desired Competition Level select the now upward facing green arrow.

When you go back to your Performance View, you will now see a bronze line across each graph. There will be a number with (Top 15%) beside it. The number represents the average for that metric for that select Competition Level.

Metrics

Below Competition Levels 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

7.3. Leaderboards

Welcome to Leaderboards! Here you will have quick and easy access to all the leaderboards you are apart of!

On this page in your Activity section, the leaderboards that you are a part of will be listed. You will see your rank next to the name of the leaderboard and the group that leaderboard is owned by.

To take a closer look at the leaderboard, click on it. On the next page, you'll see the whole leaderboard. The rank of each player included as well as their metric. To go back to you leaderboards list, select the "Back" option in the upper left corner.

8. Programs

The Programs option provides you with different programs made up of drills to help you improve different aspects of your game!

[Learn How to Start a Program](#)

8.1. Start a Program

Let's start a Program! Click on the Programs option on the bottom menu of the Home Page. All of your Program options will be listed on this next page. Click on one to open it.

Once in a Program, you can watch a video that describes what you will accomplish. Below the video you'll see the different levels of the program. Each level will consist of different drills. **You must complete the drills in order. You cannot start a drill under the previous drill is completed. You cannot start a level until all previous levels are completed.**

Starting a Drill

To start a drill, select the icon the drill is represented by, then select **Go**. You'll be taken to an instructional page about the drill.

9. Games

Let the Games begin! Games provide a fun, competitive way to get your reps in with SwingTracker!

The **Games** section of the app (*located on the main menu of the Dashboard*) consists of four different games:

1. [Classic Home Run Derby](#)
2. [Timed Home Run Derby](#)
3. [Take 10 Swings](#)
4. [Going the Distance](#)



DK Tip: When using games, make sure the audio for your app is turned on! To learn how to ensure your audio is on, [click here](#).



DK Tip: Games are based off of Competition Level. You can double check what Competition Level you are in at the top of the Games Page. If you'd like to edit the Competition Level, select the green pencil.

9.1. Classic Home Run Derby

In the *Classic Home Run Derby* you are given 10 outs to hit as many home runs as you can.

Game Notes:

- There is no time limit to this game.
- Every time you hit a multiple of 10 home runs (10,20,30 etc.), you will get an additional 3 outs.
- Fence distances vary by Sport and Competition Level. For information on fence distance used, select an option: [Baseball](#) or [Fast-Pitch Softball](#)

9.2. Timed Home Run Derby

In the *Timed Home Run Derby* you are given 3 minutes to rack up as many home runs as you can.

Game Notes:

- The clock will not start until you take your first swing.
- If you hit a home run that is **25% greater** than your Competition Level's home run distance, you will get **30 seconds added** to your clock.
- Fence distances vary by Sport and Competition Level. For information on fence distance used, select an option: [Baseball](#) or [Fast-Pitch Softball](#)

9.3. Take 10 Swings

In *Take 10 Swings* you have 10 swings to do as much damage as possible.

Game Notes:

- No Game notes. Best of luck and happy hitting!

9.4. Going the Distance

In **_Going the Distance_** you are given 1 minutes to rack up as much hitting distance s as you can.

Game Notes:

- You can level up in this game to get more time!
- Every time you hit 5x your Competition Level's home run distance, you will level up.
- This will reset your clock minus ten seconds. So the first time you level up, it will reset to 0:50 seconds. Then 0:40 and so on.
- Fence distances vary by Sport and Competition Level. For information on fence distance used, select an option: [Baseball](#) or [Fast-Pitch Softball](#)

10. Start a Swing Session

There are multiple ways to starting a swing session in SwingTracker.

1. Using SwingTracker as a [Player](#)
2. Using SwingTracker as a [Coach](#) and recording swings with a player in a Group
3. Using our [Disconnected](#) feature (For disconnected swing sessions, please see our **Disconnected Swings** section of the guide)

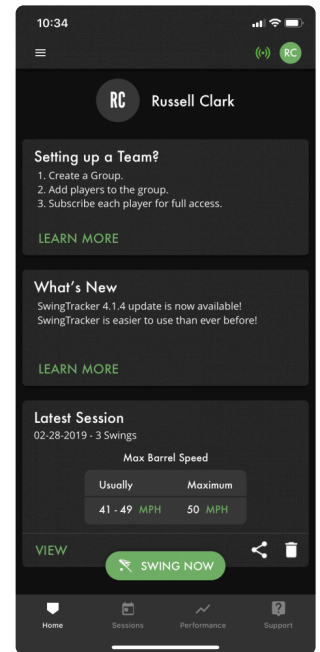


The sensor will need to register an impact in order to record data. Dry swings will not capture data.

10.1. Player

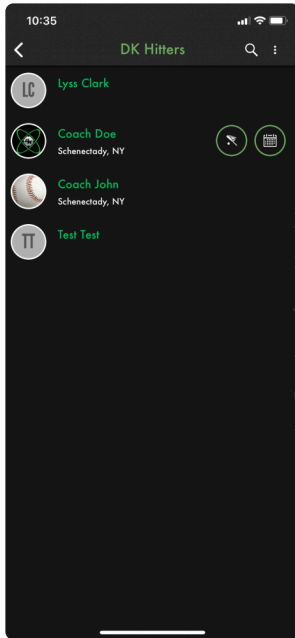
To start a swing session in the SwingTracker app follow the steps below.

1. Make sure your sensor is [on](#) and [connected via Bluetooth](#) to your device.
2. Open up your SwingTracker app and log in.
3. Select the **Swing Now** option on at the bottom of your dashboard screen.
4. Start Swinging!



The sensor will need to detect contact in order to capture metrics.

10.2. Through a Group



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

1. Make sure your sensor is [on](#) and [connected via Bluetooth](#) to your device.
2. Open up your SwingTracker app and log in.
3. Navigate to your Group page
4. Select the Group that the player is in
5. Select the name of the Player that is swinging
6. To the right of their name you'll see a bat icon, select this icon
7. Start Swinging!



The sensor will need to detect contact in order to capture metrics.

11. Swing Session Views

When looking at live or historical swings, there are several different views in which you can see your data: [3D View](#), [Video](#), and [Damage Potential](#)

11.1. 3D View

Welcome to 3D View!

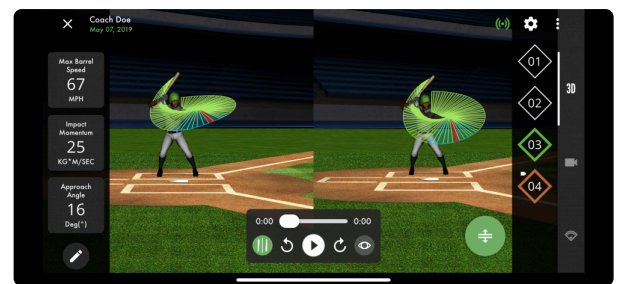
At the top of the page you'll see three (3) icons: *3D*, a *video camera* and a *baseball field*. The 3D should be highlighted white. Here you'll see the 3D rendering of your swing! In the 3D bat path, the blue area is your Distance in the Zone and the red area is your contact point.

Control Menu

At the bottom of the 3D screen you'll see controls. To watch the 3D, press the play button. The rounded arrows on either side of the play button will take you through the swing step by step. The eye icon on the controls will change the view at which you see the 3D. You can drag the white bar to go slow motion through your 3D.

Comparing Swings

To the far left of the control panel you'll see an icon that has a bat on either side of a line. This allows you to compare 3D views. Select this icon. Then select a swing from the top of the page (swings are represented by a diamond with a number). You'll see the 3D views overlap. The green swing path is the first swing you were on. The bronze is the swing path of the one you selected. If you rotate your device sideways (**Make sure rotation lock is off!!**), the 3D's will appear side by side. The controls on the control menu will work the same. To exit swing compare press the icon again, it should go from green to grey.



Comparing 3D

You can also compare the 3D rendering of a swing to a video of another swing. To indicate if a swing has video, a white video icon will appear next to that swing's diamond. To compare to video, select the compare icon. Then select a swing from the top of the page. Rotate your device sideways (**Make sure rotation lock is off!!**) and the 3D's will appear side by side. Your original swing will be on the left, the swing you are comparing it to on the right. Then tap on the side of the screen which has the video you'd like to compare to. The controls on the control menu will work the same. To exit swing compare press the icon again, it should go from green to grey.

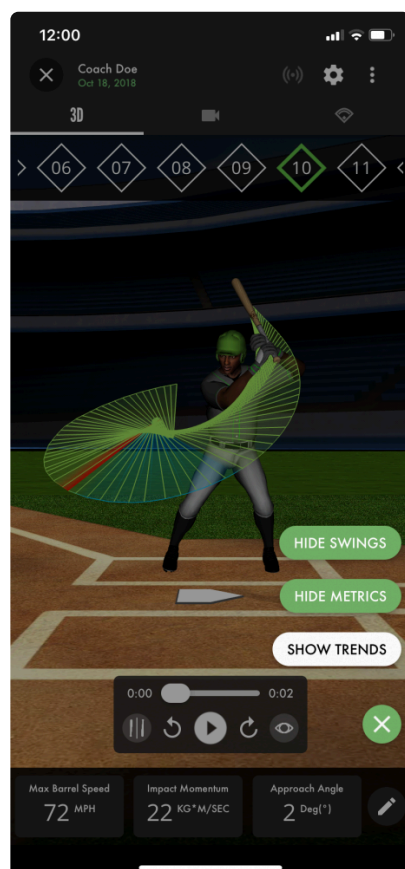
Swing Count

Your swings will appear across the top of the page. Each individual swing will appear as a diamond with a number inside. As swings come in, you will see a green bar go across the top of the page. You can click on a previous swing to view its metrics. You are able to scroll through the swings by dragging your finger

across the row of swings. 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 Metrics**. Once done, select the white 'X'.



Within a session, you have the ability to view the trend of a specific metric over the course of your swings. To see the trend line, select the green circle in the lower right hand corner and then select **Show Trends**. A chart with a trend line will pop up. At the top of the graph will be the name of the metric you are viewing along with the units of measurement in parenthesis. To change the metric you are viewing, select the downward facing green arrow. Each white dot on this chart represents a swing, the green line connecting these dots is your trend line. If you click on a dot you will see the background change to that swing and the metric reading for that metric appear in a white box with green lettering. To close the Trends view, select the downwards facing, grey arrow at the top of the Trends view. Then select the white 'X' to get back to the session view.

Editing Metrics and Trend View

To edit your metrics that appear in your swing view, 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**.

Competition Level

In your Trend View, you have the ability to compare your metrics against the top 15% of different Competition Levels. It's a helpful way to see where you stack up in your own Competition Level or where your metrics need to be to reach the next level! On the Metric Preferences page you'll see **Competition Level** with a switch beside it. To see the top 15% for your Competition Level make sure the switch shows green. If it shows white, tap on the switch and it will flip to green.

Once it's flipped green you'll see **"Compare to..."** and a downward facing green arrow. To change the Competition Level, select the downward facing arrow and scroll till you find the Competition Level you want. Once on your desired Competition Level select the now upward facing green arrow.

When you go back to your Trend View, you will now see a bronze line across each graph. There will be a number with (Top 15%) beside it. The number represents the average for that metric for that select Competition Level.

Metrics

Below Competition Levels 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 be able to view on your Swing 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 Swing View.

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

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, a gear and three (3) stacked dots. The dot with the curved lines indicates if your sensor is connected or not. It will show *green* when a sensor is connect and *grey* when there is no sensor 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 swing, click on the star. To share the swing, 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. Once done, select anywhere on the screen.

Select the gear icon, this is your session settings menu. Here you can set what type of batting session you are doing, add sessions notes or add what bat you are using. To add your bat select the green rectangle that says **Change**. Select a bat from your list or add a new bat by selecting **Add A Bat**. Once done select **Save** or the 'X' in the upper left hand corner. To exit session settings select the grey, downward facing arrow.



The sensor will need to register an impact in order to record data. Dry swings will not capture data.

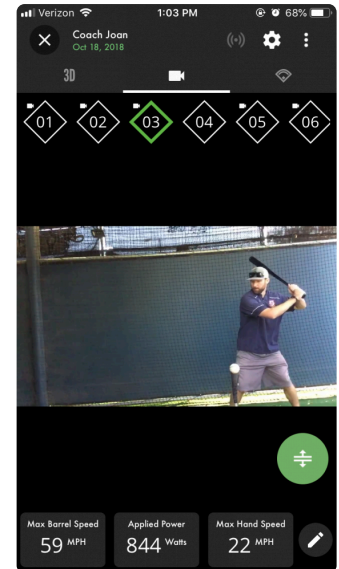
11.2. Video

Welcome to Video View!

At the top of the page you'll see three (3) icons: *3D*, *a video camera* and *a baseball field*. 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 swing.

Swings will have a small, white video icon next to them to indicate that there is a video saved with that swing. 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 swing. 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.



Swing Count

Your swings will appear across the top of the page. Each individual swing will appear as a diamond with a number inside. As swings come in, you will see a green bar go across the top of the page. You can click on a previously swing to view it's metrics. You are able to scroll through the swings by dragging your finger across the row of swings. 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 Metrics**. Once done, select the white 'X'.

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Competition Level

In your Trend View, you have the ability to compare your metrics against the top 15% of different Competition Levels. It's a helpful way to see where you stack up in your own Competition Level or where your metrics need to be to reach the next level! On the Metric Preferences page you'll see **Competition Level** with a switch beside it. To see the top 15% for your Competition Level make sure the switch shows green. If it shows white, tap on the switch and it will flip to green.

Once it's flipped green you'll see "**Compare to...**" and a downward facing green arrow. To change the Competition Level, select the downward facing arrow and scroll till you find the Competition Level you want. Once on your desired Competition Level select the now upward facing green arrow.

When you go back to your Trend View, you will now see a bronze line across each graph. There will be a number with (Top 15%) beside it. The number represents the average for that metric for that select Competition Level.

Metrics

Below Competition Levels 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 be able to view on your Swing 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 Swing View.

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

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, a gear and three (3) stacked dots. The dot with the curved lines indicates if your sensor is connected or not. It will show *green* when a sensor is connect and *grey* when there is no sensor 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 swing, click on the star. To share the swing, 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. Once done, select anywhere on the screen.

Select the gear icon, this is your session settings menu. Here you can set what type of batting session you are doing, add sessions notes or add what bat you are using. To add your bat select the green rectangle that says **Change**. Select a bat from your list or add a new bat by selecting **Add A Bat**. **Once done select *Save** or the 'X' in the upper left hand corner. To exit session settings select the grey, downward facing arrow.



The sensor will need to register an impact in order to record data. Dry swings will not capture data.

11.3. Damage Potential

Welcome to Damage Potential!

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

This view shows the potential damage done by your swing. You'll be able to see your *potential* Exit Velocity along with *potential* Carry Distance. Keep in mind this is **potential** and not *actual*. Damage Potential assumes perfect contact was made with a ball off a tee.

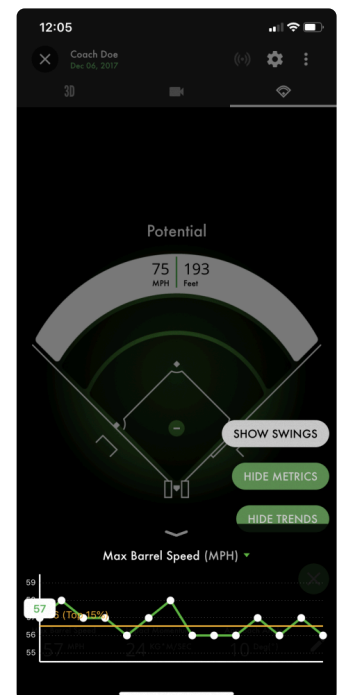
Swing Count

Your swings will appear across the top of the page. Each individual swing will appear as a diamond with a number inside. As swings come in, you will see a green bar go across the top of the page. You can click on a previously swing to view it's metrics. You are able to scroll through the swings by dragging your finger across the row of swings. 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 Metrics**. Once done, select the white 'X'.

Within a session, you have the ability to view the trend of a specific metric over the course of your swings. To see the trend line, select the green circle in the lower right hand corner and then select **Show Trends**. A chart with a trend line will pop up. At the top of the graph will be the name of the metric you are viewing along with the units of measurement in parenthesis. To change the metric you are viewing, select the downward facing green arrow. Each white dot on this chart represents a swing, the green line connecting these dots is your trend line. If you click on a dot you will see the background change to that swing and the metric reading for that metric appear in a white box with green lettering. To close the Trends view, select the downwards facing, grey arrow at the top of the Trends view. Then select the white 'X' to get back to the session view.



Viewing in session trend line

Editing Metrics and Trend View

To edit your metrics that appear in your swing view, 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**.

Competition Level

In your Trend View, you have the ability to compare your metrics against the top 15% of different Competition Levels. It's a helpful way to see where you stack up in your own Competition Level or where your metrics need to be to reach the next level! On the Metric Preferences page you'll see **Competition Level** with a switch beside it. To see the top 15% for your Competition Level make sure the switch shows green. If it shows white, tap on the switch and it will flip to green.

Once it's flipped green you'll see "**Compare to...**" and a downward facing green arrow. To change the Competition Level, select the downward facing arrow and scroll till you find the Competition Level you want. Once on your desired Competition Level select the now upward facing green arrow.

When you go back to your Trend View, you will now see a bronze line across each graph. There will be a number with (Top 15%) beside it. The number represents the average for that metric for that select Competition Level.

Metrics

Below Competition Levels 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 be able to view on your Swing 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 Swing View.

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

Options Menu

In the upper right hand corner you'll see three (3) icons: a dot with curved lines on either side, a gear and three (3) stacked dots. The dot with the curved lines indicates if your sensor is connected or not. It will show *green* when a sensor is connect and *grey* when there is no sensor 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 swing, click on the star. To share the swing, 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. Once done, select anywhere on the screen.

Select the gear icon, this is your session settings menu. Here you can set what type of batting session you are doing, add sessions notes or add what bat you are using. To add your bat select the green rectangle that says **Change**. Select a bat from your list or add a new bat by selecting **Add A Bat**. **Once done select *Save** or the 'X' in the upper left hand corner. To exit session settings select the grey, downward facing arrow.



The sensor will need to register an impact in order to record data. Dry swings will not capture data.

12. Navigating Groups

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

12.1. 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.

12.1.1. Group Member

You'll see a green panel that says **Group Member** below this panel will be the groups that you are a member of. Select a group by clicking on it's name. Once inside the group you'll see all of the group members listed. As a member of a group there are several actions you can do: *View Other Members* or *Remove Yourself from the Group*.

Viewing Other Members

You are able to view another group member's history or record data as that player. However, you'll need that players permission to do so. Click the players name. You'll see a **Calendar icon** and a **Bat icon**. The **Calendar icon** will take you to that players history. The **Bat icon** will allow you to collect data in that players account. The *bat icon* will be lit up when a sensor is connected. If a sensor is not connected than that option will not be available.

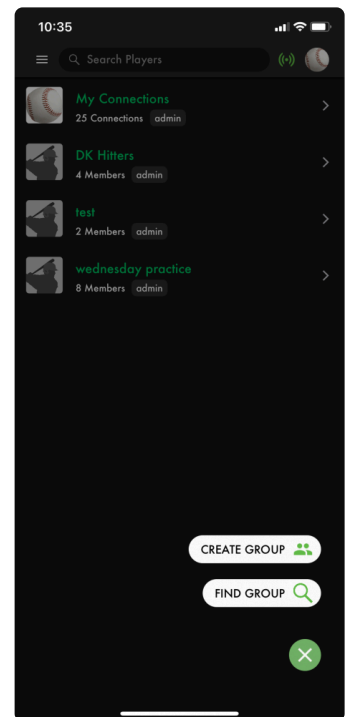
Removing Yourself From the Group

To remove yourself from a group you are currently in, select the **Trashcan icon** in the upper right hand corner. You will be asked to confirm this removal.

12.1.2. 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.

12.2. 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.

12.2.1. 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.

The screenshot shows the 'CREATE GROUP' screen in the SwingTracker app. At the top, there's a status bar with the time 10:35 and battery level. Below that, a 'Cancel' button and a 'CREATE GROUP' title. The main form has three sections: 'Group Name' with a text input field, 'Description' with a text input field, and 'Group Type' with three radio button options: 'Open', 'Closed', and 'Secret'. The 'Open' option is selected. Below the radio buttons, there's a note: 'Select a group type in order to determine the level of privacy associated with your group.' At the bottom, there's a green 'Save' button.

12.2.2. Admin Abilities

As an Admin of the group you have the ability to view player's history, record swings in a player's account and generate a Swing Fingerprint for your players.

The subscription status of a player's account may restrict some of these abilities. If a player's account is **unsubscribed**, you will **not** be able to view any of their history. You will also have a limited amount of metrics to view when recording a session. Coaches cannot run Swing Fingerprints for unsubscribed players.

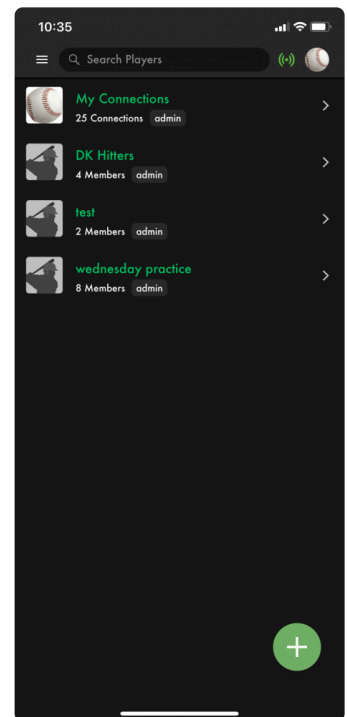
When you are in a group, you can select a player's name from the list of players. You'll see a **Calendar icon**, a **Fingerprint icon** and a **Bat icon**.

1. The **Fingerprint icon** will take you to the Swing Fingerprint generate page. Here you will select the sessions you'd like to generate a Swing Fingerprint from. You will need at least *10* swings to generate a Swing Fingerprint. We suggest using between 50-100 swings. Tap on the sessions you want to use for your Swing Fingerprint (selected sessions will show a green and white check mark). Then select **Generate**. For more information on Swing Fingerprint [click here](#).
1. The **Calendar icon** will take you to that players history.
1. The **Bat icon** will allow you to collect data in that players account. The *bat icon* will be lit up when a sensor is connected. If a sensor is not connected than that option will not be available.

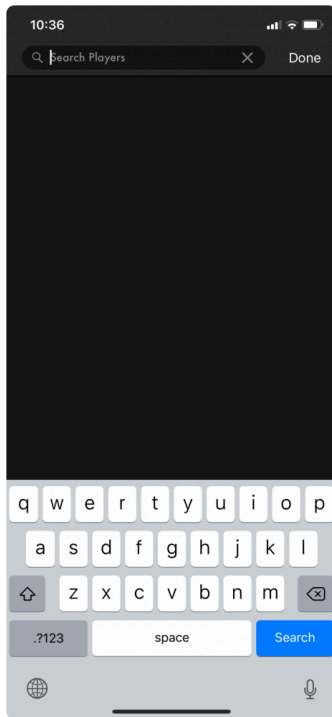
12.2.3. Group Admin

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.



12.2.3.1. 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.

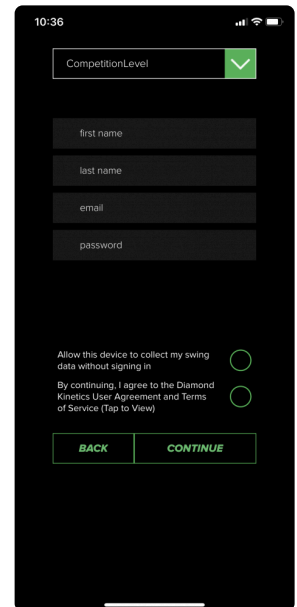
12.2.3.2. Create a Player

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.

A screenshot of a mobile app interface for creating a player. At the top, the time is 10:36. The form has a dark background with white text. The first field is 'CompetitionLevel' with a green checkmark icon to its right. Below it are four text input fields: 'first name', 'last name', 'email', and 'password'. At the bottom, there are two toggle switches. The first toggle is labeled 'Allow this device to collect my swing data without signing in' and is currently turned off. The second toggle is labeled 'By continuing, I agree to the Diamond Kinetics User Agreement and Terms of Service (Tap to View)' and is currently turned on. Below the toggles are two buttons: 'BACK' and 'CONTINUE'.

DK Tip

Each individual account requires a unique email address to be set up.

12.2.3.3. Edit Group

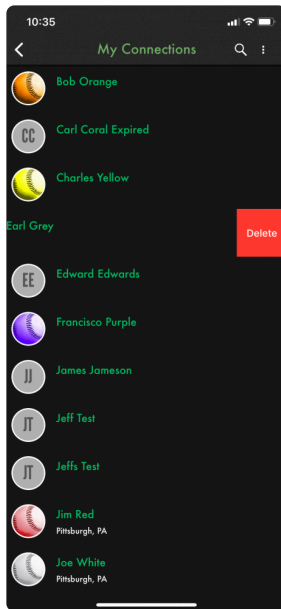
To edit a group, select the group from your groups list. Once in the group you'll see three (3) stacked dots in the upper right-hand corner, select that for your groups menu. You'll see an option for **Edit Group**.

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.

12.2.3.4. 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**.

12.2.3.5. 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**.

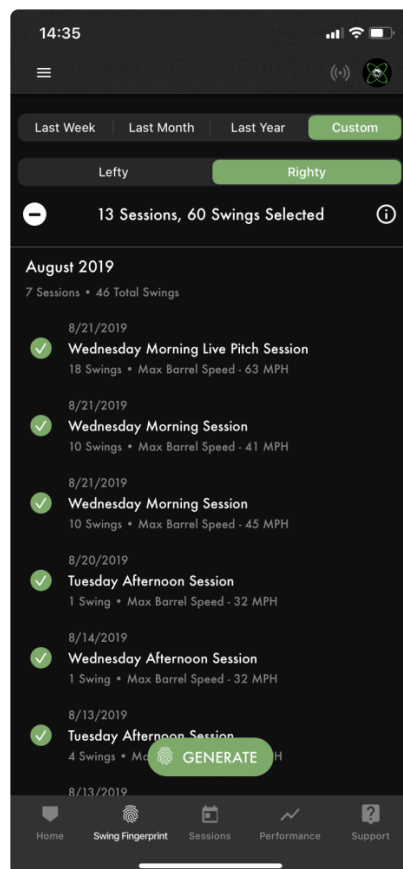
Swing Fingerprint Overview

Welcome to Swing Fingerprint!!

Swing Fingerprint combines a personalized swing analysis with a visual 3D heat map of a hitter's hot and cold zones.

We suggest that you use 50-100 swings to generate a Swing Fingerprint that most accurately represent your overall swing.

To start, you will need to [generate](#) a Swing Fingerprint!



1. Select the **Fingerprint** icon from the menu at the bottom of your Dashboard
2. Tap on the sessions you want to use for your Swing Fingerprint (selected sessions will show a green and white check mark)
3. Select **Generate**

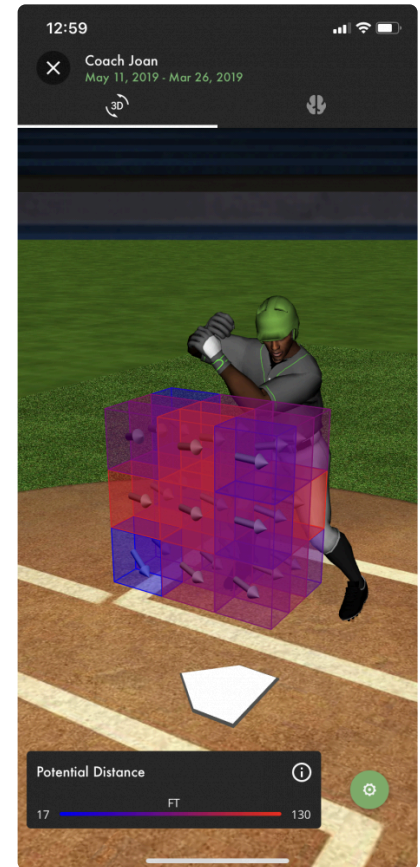


You can automatically select all of the sessions from the **Last Week**, **Last Month** or the **Last Year** by using the options at the top of the page. You can also customize which sessions you want by selecting the **Customize** option.

Now you have your Swing Fingerprint!

You'll be taken to a screen that shows your 3D heat map made up of colored cells and arrows. The cells range in color from blue to red. The more blue a cell is, the lower the potential distance is for balls hit in that location of the strike-zone. The more red a cell is, the higher the potential distance is for balls hit in that location of the strike-zone. **Red** cells are the locations in which you hit the ball the best. **Blue** cells are the locations that need improvement.

Each cell will have an arrow inside of it. This arrow represents your average Barrel Slot of swings to hit pitches in that location. Barrel Slot is the direction the sweet spot of the bat is going for 6 ball lengths prior to the impact point.



✿ Explore your *Swing Fingerprint* and learn how to customize how you view it!

Once you've checked out your Swing Fingerprint, take a look at your [Insights](#)!



Select the clipboard icon in the top right of your screen to get to your Insights. Here you'll learn an overview of your type of swing, what's good about it and what needs to be worked on! These Insights are based off of your Swing Fingerprint. As your Swing Fingerprint changes, your Insights will change as well.



If you have a specific Swing Fingerprint question in mind, check out our [Swing Fingerprint FAQ](#) or reach out to our support team!

Swing Fingerprint For Coaches

Welcome to Swing Fingerprint!!

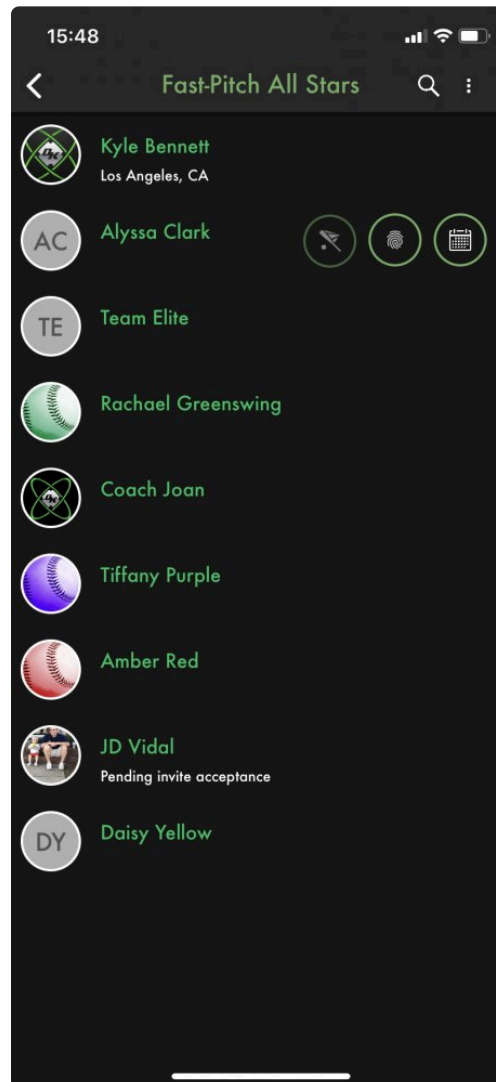
Swing Fingerprint combines a personalized swing analysis with a visual 3D heat map of a hitter's hot and cold zones.

Once you are in your group list, select a group, then select a player's name from the list of players that appears. You'll see a Calendar icon, a Fingerprint icon and a Bat icon.

The **Fingerprint icon** will take you to the Swing Fingerprint generate page. Here you will select the sessions you'd like to use to generate a Swing Fingerprint for one of your players. You will need at least 10 swings total across selected sessions to generate a Swing Fingerprint. We suggest using between 30-60 swings. Tap on the sessions you want to use for your Swing Fingerprint (selected sessions will show a green and white check mark). Then select **Generate**. For more information on Swing Fingerprint [click here](#).



You can run as many Swing Fingerprints as you'd like for your subscribed players! However, you can only run a total of 5 Swing Fingerprints across all of the unsubscribed players in your groups. Those players will need to subscribe for you to view their Swing Fingerprints.



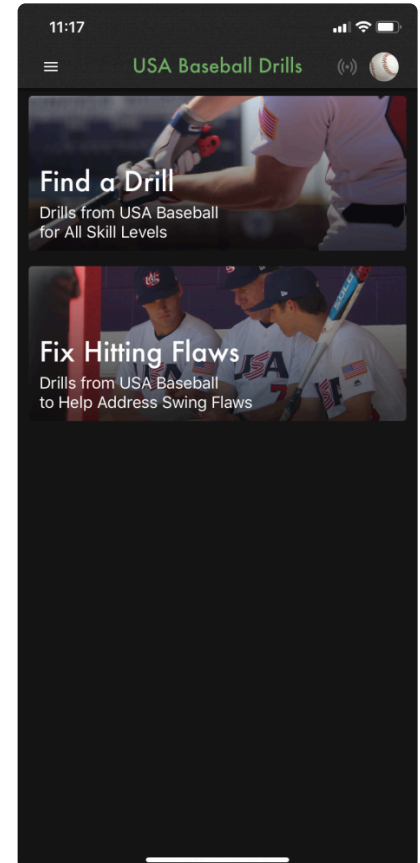
13. USA Baseball Drills (SwingTracker Baseball)

With the USA Baseball Drills feature in the SwingTracker Baseball app, you can learn new drills and fix common hitting flaws.

USA Baseball Drills are available from the main menu (three stacked line in the upper right hand corner) on the dashboard. The USA Baseball Drills feature contains a library of informational videos and PDF's broken up into two sections: **Find a Drill** and **Fix Hitting Flaws**.

Find a Drill allows a player to browse a collection of USA Baseball drills. When they find a drill they like, they can view a video or PDF of the drill. In the description of these drills, you can learn what specific metrics these drills will improve and what hitting flaws they might fix.

Fix Hitting Flaws will have a collection of common hitting flaws that players may have. The videos in this section explain what these common hitting flaws are, how they occur and how to correct them.



You do not need a SwingTracker Sensor connected to use the USA Baseball Drills feature.

14. Disconnected Swings

When your SwingTracker sensor is turned on, it will track any swing that is taken and makes contact whether connected to a device or not.

When the sensor **is** connected to a device, with the SwingTracker app open, the sensor transfers all of the swings to the app and the data is stored on the Diamond Kinetics server where it can later be pulled down and viewed.

When the sensor **is not** connected to a device, the sensor will save any swings that are taken and make contact on it's internal memory. These swings can later be uploaded to the app and the Diamond Kinetics server, where the user can view metrics and other swing information. Using the app this way is referred to as **Disconnected Mode**. Disconnected swings can be uploaded [directly to your account](#) or [to a group member's account](#).

Unwanted disconnect swings can also be deleted by selecting the “**Delete Swings**” option you are given.



The sensor will need to register an impact in order to record data. Dry swings will not capture data.

14.1. Creating a Session

How do I upload disconnected swings to my account?

1. Connect the sensor via BlueTooth to your device
2. Open the SwingTracker App and log in
3. You will be prompted that there are stored swings on your sensor and be asked what to do with them.
4. Select **Create Session** (you'll then see the swings transfer into the app)
5. This next screen is your session screen. You can click through all of your disconnected swings to view the data. This data will now also be available in your history.
6. When you're done viewing your data, select the "**X**" icon in the upper left-hand corner of the screen



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

14.2. Assign to a Group Member

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

1. Connect the sensor via BlueTooth to your device.
2. Open the SwingTracker App and log in.
3. You will be prompted that there are stored swings on your sensor and be asked what to do with them.
4. Select **Assign to Player**.
5. You'll be taken to your Group list, select the group the player that you want to assign swings to belong to.
6. Select the player's name that you want to assign swings to.
7. To the right of the player's name you'll see a bat icon and a calendar icon. Select the **bat icon**.
8. You'll be taken to a session page where you'll see the disconnected swings start to populate the session. You can click through all of these swings to view the data. This data will now also be available in this player's history.
9. When you're done viewing the data, select the **"X"** icon in the upper left hand corner of the screen

15. Swing Metrics

The baseball swing has been one of the most studied motions in sports, and yet there are still a great number of questions for individual players regarding what it takes to perfect the art of hitting. At Diamond Kinetics we understand how complex the swing is and the variety of swing approaches there are. Because of this, we crafted SwingTracker.

Built around revolutionary discoveries in motion analytics, SwingTracker removes all the guesswork from swing analysis and delivers instantaneous data that allows coaches and players to identify opportunities for technique improvement.

15.1. Power



Power at its core is a measure of energy and how that energy is transferred to the ball at contact. Power is directly related to speed, but also includes such important factors as the mass and acceleration of the bat. There are three metrics that make up the Power category: *Applied Power*, *Max Acceleration*, and *Impact Momentum*.

15.1.1. Applied Power

The Science Behind It

The amount of power – measured in watts – that is applied to the bat during the swing by the hands and body.

What It Means For Hitters

Higher Applied Power causes the bat to reach a higher momentum quicker and thus allows for the batter to hit the ball further. Plus, more Applied Power allows for the batter to start a swing later, thus giving more time to recognize a pitch and still hit the ball far.

What It Means For Coaches

Since the distance a ball travels after contact depends on barrel speed at impact and the weight of the bat, more Applied Power during the swing means that it takes the batter less time to reach their Max Barrel Speed.

Furthermore, more Applied Power means the batter is transferring more energy from his body to the bat, and then to the ball. This will result in more bat speed and ultimately more power.

Real World Similarity

Cars with higher powered engines go from 0-to-60 miles per hour faster than cars with lower powered engines. Therefore, a batter who generates more Applied Power during a swing would have a 'higher powered engine', thus allowing for the bat to reach a higher swing speed quicker.

DK Pro Tip

One can improve their Applied Power by integrating the lower body in sequence with the upper body.

Furthermore, a heavier bat will also result in higher Applied Power because there will be more energy transferred from the body to the bat in order to swing the heavier bat. However, higher Applied Power will only result if barrel speed is maintained with the heavier bat.

15.1.2. Max Acceleration

The Science Behind It

Maximum Acceleration captures how quickly a batter speeds up their swing from start until impact, and relates directly to the force and torque applied to the bat.

What It Means For Hitters

Higher Max Acceleration allows you to start a swing later – thus giving you more time to recognize the pitch – but still produce a high rate of bat speed and momentum in the bat.

What It Means For Coaches

By applying more force and torque – and thus having more Max Acceleration – one can get the bat up to speed in a shorter time, allowing the batter to wait longer to recognize the pitch.

Real World Similarity

When two cars accelerate from 0-to-60 miles per hour, the car with the highest acceleration gets to 60 MPH the quickest. Therefore, a batter with a quicker acceleration rate from the beginning of the swing until impact will be able to wait longer than his counterpart to identify a pitch, thus allowing for more time to identify if the pitch is a ball or strike.

DK Pro Tip

More Maximum Acceleration also allows the batter to get the bat up to a higher speed over a given period of time, thus generating more exit velocity after making contact on a squared-up ball.

A bat that is too heavy, though, could potentially affect the Max Acceleration of a swing.

15.1.3. Impact Momentum

The Science Behind It

Impact Momentum is the amount of momentum in the bat when the bat makes contact with the ball. It is determined by barrel speed at impact, and the weight of the bat.

What It Means For Hitters

The higher the Impact Momentum, the further the ball will travel after contact.

For every additional +1 of Impact Momentum, the batter increases exit velocity by + ~1.5 mph. For balls with a HR trajectory, every + ~1.5 mph of exit velo = + ~10 feet of carry.

With this in mind, the difference between an Impact Momentum score of 24 and one of 25 is + ~1.5 mph of exit velocity and + ~10 feet of carry for a home run trajectory fly ball.

What It Means For Coaches

This measure is the one most closely associated with the power of the hitter. This is because higher momentum directly relates to further hit balls.

Real World Similarity

If a sports car and a dump truck are both moving at 60 miles per hour, the dump truck – in this case the heavier object – has more momentum than the sports car. Therefore, if two batters both had the same swing speed, the batter using the heavier weighted bat would have more momentum, and thus be able to hit the ball further after contact.

DK Pro Tip

A heavier bat may lead to higher momentum, and therefore more exit velocity and distance for a hit ball – as long as the heavier bat does not cause too much loss in barrel speed.

15.2. Speed



Bat speed is a crucial factor in creating a high amount of ball exit velocity, which directly correlates with how far and how fast the ball will travel after impact. There are three metrics that make up the Speed category: *Speed Efficiency*, *Max Hand Speed* and *Max Barrel Speed*.

15.2.1. Max Barrel Speed

The Science Behind It

The maximum speed of the bat's barrel during your swing, at a point 20% from the tip of the bat.

What It Means For Hitters

Max Barrel Speed greatly affects both the distance and speed at which the ball travels after impact. According to Diamond Kinetics technical advisor Dr. Alan Nathan, "bat speed is roughly six times more important to batted ball exit velocity than the incoming velocity of the pitch."

What It Means For Coaches

Faster barrel speed leads to more hard hit balls and a higher ball exit velocity, which in turn, increases the chance for the ball to result in a hit.

DK Pro Tip

Max Barrel Speed directly correlates with the SwingTracker metric Impact Momentum. Users will see high Impact Momentum scores, assuming the same barrel speed is maintained at contact with a heavier bat as with a lighter bat

15.2.2. Speed Efficiency

The Science Behind It

Speed Efficiency calculates the exact percentage of Max Barrel Speed that occurs at the precise moment of impact.

What It Means For Hitters

It is ideal for the barrel of the bat to be moving at its maximum speed – 100% Speed Efficiency – when it contacts the ball, in order to maximize distance and exit velocity. Even a small drop in Speed Efficiency can have a large effect on batted ball outcome

What It Means For Coaches

A high Speed Efficiency score means the optimum amount of Max Barrel Speed occurred at the moment of impact, thus increasing the chances for higher exit velocity and optimal batted ball outcome potential.

DK Pro Tip

According to Diamond Kinetics' Technical Advisor Dr. Alan Nathan, "bat speed is roughly six times more important to batted ball exit velocity than the incoming velocity." With that in mind, it is imperative to have maximum barrel speed occur at impact in order to maximize your Speed Efficiency and potentially your chance for a hard-hit ball with a high amount of ball exit velocity.

15.2.3. Hand Speed

The Science Behind It

The maximum speed of your hands during the swing.

What It Means For Hitters

Faster hand speed, along with faster bat rotation, leads to faster barrel speed which positively affects the ball exit velocity and distance a ball travels.

What It Means For Coaches

Faster hand speed will help the batter get the bat in the hitting zone sooner. But keep in mind, a bat that is too heavy, could potentially decrease hand speed.

DK Pro Tip

Max Hand Speed correlates with Trigger To Impact relative having excellent quickness and timing in the swing. This is necessary in order to make consistent, solid contact with the ball.

15.3. Control



Having Speed, Quickness and Power means very little unless you can put the bat on the ball. Control directly correlates with the path, angle and plane of the swing and is a large determinant of ball flight and ball contact point. There are three metrics that make up the Control category: *Approach Angle*, *Hand Cast Distance* and *Distance In The Zone*.

15.3.1. Hand Cast

The Science Behind It

Hand Cast Distance measures how far the hands move – in a lateral direction – away from the player's load position at the start of the swing, to the point where the hands are at impact.

What It Means For Hitters

Hand Cast Distance can be the result of a true hand cast away from the body, or because of a shoulder turn during the load process.

A larger Hand Cast Distance indicates an inefficient hand path to the ball and can cause a decrease in power metrics. Understanding this number will help the player create an efficient path with the hands to the ball.

What It Means For Coaches

Hand Cast Distance allows coaches and players to quantify if a player is staying inside the ball, swinging with his 'hands back' and keeping the bat in the best possible position – over the back shoulder – before uncoiling the hands and the bat toward the pitch.

DK Pro Tip

Having a large amount of Hand Cast Distance makes it difficult for a batter to hit the fastball, and/or adjust to hitting balls that occupy the middle or inside part of the plate.

In an ideal swing that results in a minimal amount of hand cast, the hands stay close to the shoulder, with the hands and barrel staying inside the baseball before the barrel gets on plane with the path of the pitch.

15.3.2. Attack Angle

The Science Behind It

Attack Angle is the angle/direction of your swing plane just prior to, and at the moment of impact.

What It Means For Hitters

When evaluating and analyzing Attack Angle please note that a swing that is “on plane” will result in a slightly positive Attack Angle.

While the optimal Attack Angle is dependent on the type of pitch, it typically needs to be between $+5^{\circ}$ degrees and $+15^{\circ}$ degrees in order to hit a hard line drive and between $+20^{\circ}$ degrees and $+35^{\circ}$ degrees in order to hit a home run.

A negative Attack Angle is the result of a ‘chop’ type swing and usually leads to ground balls.

What It Means For Coaches

According to Dr. Alan Nathan’s research, the optimum launch angle of a home run is between $+20^{\circ}$ and $+35^{\circ}$ degrees. In order to achieve this goal, the batter must swing below the path of the incoming pitch, with the bat moving upwards in order to get a positive Attack Angle. This will ultimately lead to the desired results of the optimum launch angle for a home run.

DK Pro Tip

Data from the 2015 MLB season shows that batters hit the most home runs (1,407) with a launch angle between $+25^{\circ}$ and $+29^{\circ}$ degrees and had the highest batting average (.775) with a launch angle between $+10^{\circ}$ and $+14^{\circ}$ degrees. In order to achieve these results, batters must have a very positive (home run) or slightly positive (line drive) Attack Angle right before and at impact.

15.3.3. Distance in the Zone

The Science Behind It

Distance In The Zone measures the length of the hitting zone along a line toward the pitcher. It is determined by the region 'swept' by the bat.

What It Means For Hitters

A longer hitting zone means a greater opportunity for the bat to make contact with the ball and thus, gives the batter a better opportunity to put the ball in fair territory (assuming square contact is made).

What It Means For Coaches

Distance In The Zone is the region (designated as the blue area in the 3D rendering) in which a batter can make square contact with a pitch and hit a fair ball (think of the bat at a 45 degree acute angle, a 90 degree angle and a 45 degree obtuse angle, relative to the dimensions of the field of play).

The longer the batter's hitting zone, the better chance one has at making contact with the pitch.

DK Pro Tip

A batter who can maintain an elite Distance In The Zone score has a greater opportunity to produce a higher contact rate and put more balls into play.

Moreover, having a swing that maintains a good Distance In The Zone is also more forgiving for small errors in timing, thus resulting in more balls in play.

15.4. Quickness



Quickness is critical to a hitter's success since it is directly related to timing & therefore one's potential for good contact. There is one metric that makes up the Quickness category: *Trigger To Impact*.

15.4.1. Trigger to Impact Time

The Science Behind It

Trigger To Impact is the amount of time – measured in milliseconds – elapsed from the start of your forward bat motion to the moment of impact.

SwingTracker measures Trigger To Impact from the instant the player begins accelerating the bat toward ball, until the precise moment of impact.

What It Means For Hitters

A lower Trigger To Impact time results in a higher Quickness score. Moreover, Trigger To Impact is directly related to a batter's timing. According to Dr. Alan Nathan, "to get the highest home run probability requires swinging with a larger attack angle, keeping in mind that you will fail often if the swing is mis-timed."

What It Means For Coaches

Improving Trigger To Impact time will:

- 1) Help the batter wait longer to identify the pitch
- 2) Help the batter determine the location of the pitch
- 3) Help the batter catch up to, and make contact with faster pitches or make adjustments mid-swing

Real World Similarity

The amount of time it would take for a car to go from its starting point until its end point. In this instance, the end point would represent the bat making contact with the ball.

DK Pro Tip

A bat that is too heavy may slow Trigger To Impact time and thus not allow one to maximize their swing potential.

16. Setting a Load Position

Setting a load position is not necessary. If a load position is not set, a default will be used instead.

To set your load position, make sure that your sensor is attached to your bat, turned on and connected to the app.

Open up the SwingTracker app and navigate to your Profile page. To do so, select your profile picture in the upper right corner of the dashboard. Half way down the page you will see a **Load Position** option. Select this and follow the steps on the screen.



It's important to take your load position with your normal swing.

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 SwingTracker 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 SwingTracker Sensor has been unopened and 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

SWINGTRACKER 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 SwingTracker 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 SwingTracker product will be free from defects in workmanship and materials, under normal consumer use, for a period of twelve (12) months from the original purchase date.

LIMITATIONS AND EXCLUSIONS:

These warranties excludes (1) normal wear and tear; (2) damage caused by misuse, 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 SwingTracker product with any non-SwingTracker 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 SwingTracker product. Any third-party products, including software included with the SwingTracker 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 SwingTracker device. Opening the SwingTracker 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 SwingTracker product. Opening the SwingTracker device case shall void this warranty.

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

18. 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. ii. Label and compliance information – advise host manufacturers to provide a physical / e-label stating, “Contains FCC ID: 2ABWR-DKT003”. “Contains IC: 12312A-DKT003” 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 aux appareils 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 brouillage est 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

Fast-Pitch Softball Fence Distances

Competition Level	Fence Distance
8U	110
9U	120
10U	120
11U	140
12U	140
13U	150
14U	150
15U	160
16U	160
17U	170
18U	170
Collegiate D1	180
Collegiate Other	180
Professional Minor	190
Professional Majors	190

Baseball Fence Distances

Competition Level	Fence Distance
8U	120
9U	150
10U	150
11U	170
12U	170
13U	210
14U	210
15U	240
16U	240
17U	260
18U	260
Collegiate D1	280
Collegiate Other	280
Professional Minor	300
Professional Majors	300