

RAPSODO MLM SUPPORT GUIDE





TABLE OF CONTENTS

- SPECS- SLIDE 3.
- DATA READING- SLIDE 4
- CREATING AN ACCOUNT- SLIDE 5
- CONNECTING TO MLM- SLIDE 6
- MLM SET UP- SLIDE 7
- NET Vs. OUTDOOR- SIDES 8-9
- PLAY REVIEW- SLIDES 10-11
- CLUB RECOGNITION/CHANGING CLUBS- SLIDE 12
- SESSION REVIEW- SLIDE 13
- PROFILE REVIEW- SLIDE 14
- SETTINGS REVIEW- SLIDE 15
- SHOTS NOT REGISTERING- SLIDES 16-17
- COMMON SUPPORT QUESTION- SLIDES 18-19
- PRO SUBSCRIPTION INFO- SLIDE 20



MOBILE LAUNCH MONITOR (MLM) SPECS

- CURRENT IOS VERSION. 13.5.1
- CURRENT FIRMWARE VERSION. 1.3.21
- CURRENT APP VERSION. 1.3.502
- ONE-YEAR WARRANTY; TWO-YEAR WARRANTY IN EU
- NOTE THAT THESE WILL CHANGE PERIODICALLY WHEN NEW VERSIONS COME AVAILABLE FOR UPDATES



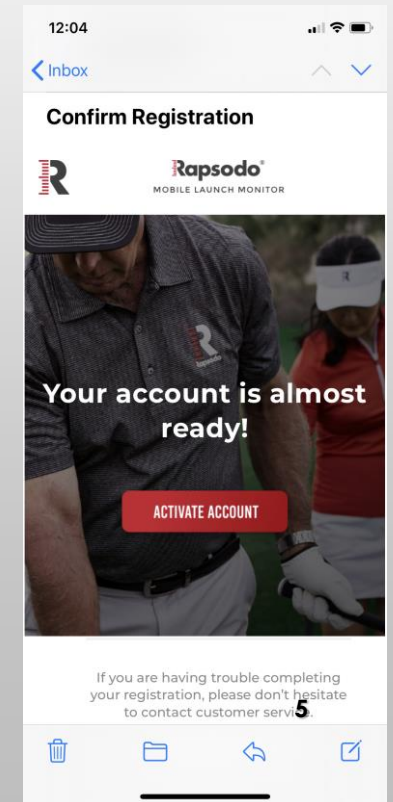
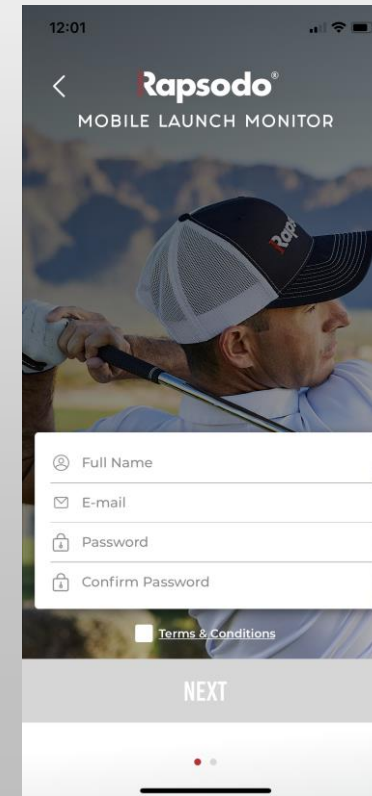
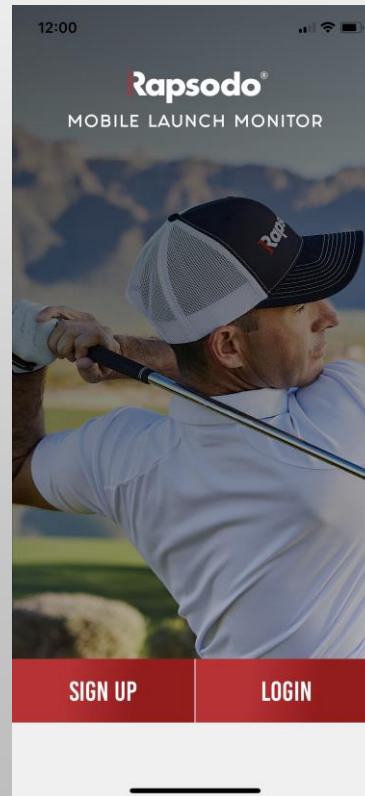
DATA READING

- THE MLM SHOWS THE FOLLOWING STATS: DISTANCE, BALL SPEED, CLUB SPEED, LAUNCH ANGLE, LAUNCH DIRECTION, AND SMASH FACTOR
 - BALL DATA IS CAPTURED VIA RADAR AND VIDEO. CLUB HEAD SPEED MEASURED AT IMPACT
- ALL DATA IS NORMALIZED. THIS MEANS THE MLM ASSUMES:
 - YOU ARE AT SEA LEVEL (DOES NOT ACCOUNT FOR ELEVATION CHANGES)
 - 0 MPH WIND
 - 70 DEGREES WITH NO HUMIDITY
 - NO SLOPE OR ELEVATION
 - PREMIUM BALL IS BEING USED



CREATING AN ACCOUNT

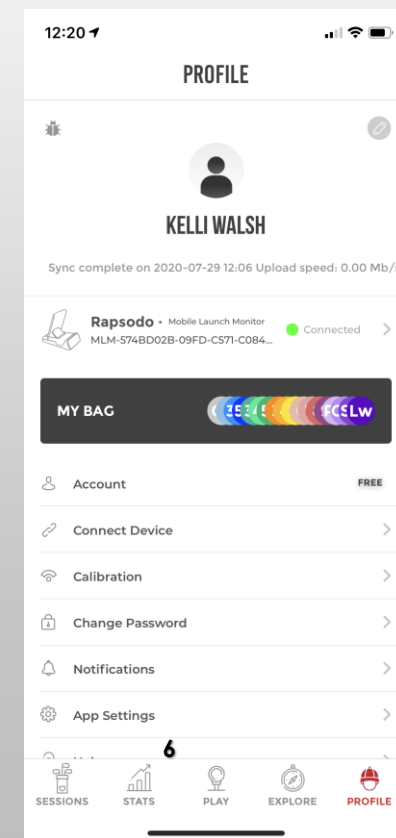
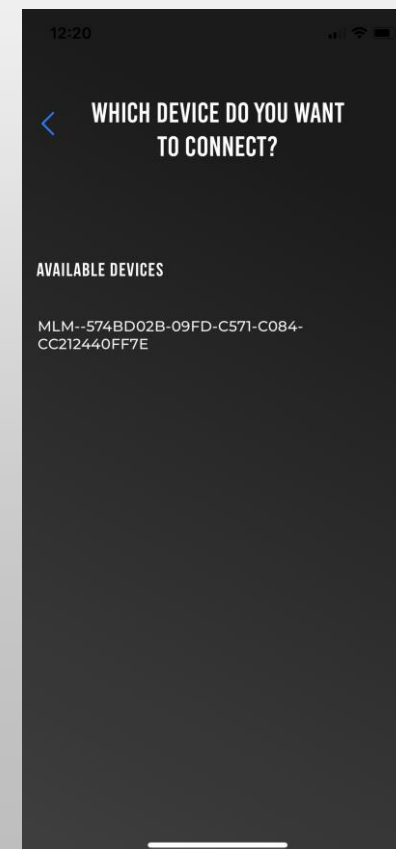
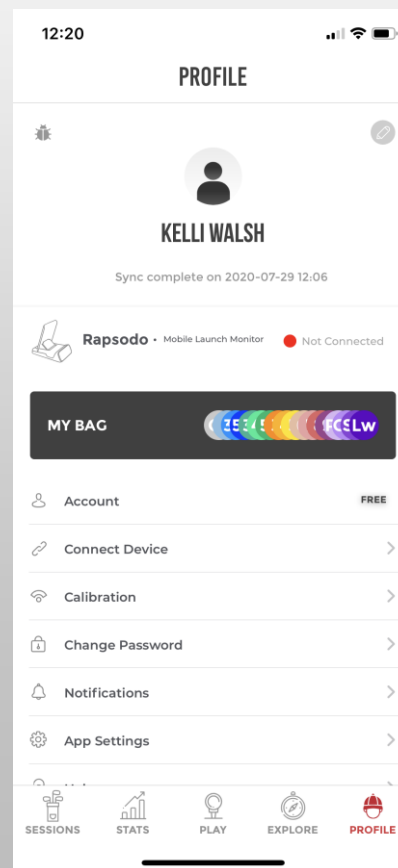
- DOWNLOAD THE MLM APP IN THE APP STORE (IOS ONLY)
- TAP 'SIGN UP' TO CREATE YOUR ACCOUNT
 - PASSWORD MUST INCLUDE 8 CHARACTERS, AT LEAST ONE UPPERCASE, ONE LOWERCASE AND ONE NUMBER
- AFTER SIGNING UP, YOU WILL RECEIVE AN EMAIL TO VERIFY YOUR EMAIL ADDRESS, VERIFY BY TAPPING 'ACTIVATE ACCOUNT' ON SAME DEVICE OF MLM APP
- ONCE ACTIVATED, GO BACK TO THE MLM APP, SIGN IN, AND YOU ARE READY TO BEGIN!





CONNECTING APP TO MLM

- ON YOUR MOBILE DEVICE, ENSURE BLUETOOTH IS TURNED ON
- TURN ON YOUR MLM BY HITTING THE POWER BUTTON ON THE SIDE OF THE DEVICE. THE LED LIGHT WILL TURN RED.
- WHEN LED ON MLM TURNS RED, OPEN THE MLM APP ON YOUR MOBILE DEVICE.
- IN THE PROFILE TAB, TAP UNDER YOUR NAME WHERE IT SAYS 'RAPSDODO' TO CONNECT TO YOUR MLM.
- ONCE THE MLM UNIT DETECTS THE CONNECTION FROM THE APPLICATION, THE LED WILL TURN BLUE AND YOU WILL SEE THAT THE DEVICE IS CONNECTED IN THE APP.





MLM SET UP

- -WALK THROUGH VIDEO ON MLM SET UP
 - [HTTPS://WWW.YOUTUBE.COM/WATCH?V=8YJJQL_3Bs](https://www.youtube.com/watch?v=8YJJQL_3Bs)
- OUTDOOR SETUP: 6-8 FT BEHIND THE TEE/BALL. REQUIRES 60-80 FEET OF BALL FLIGHT
- MLM NET SETUP: 6 FEET BEHIND THE BALL, 8 FEET OF BALL FLIGHT (14 FEET TOTAL)



NET VS. OUTDOOR

Rapsodo®
MOBILE LAUNCH MONITOR



NET
(INDOOR/OUTDOOR)



OUTDOOR

VIDEO

Video Play



Share Video



Shot Trace



Auto Club Recognition



SESSIONS

Table View of Shots



Dispersion



Trajectories



Video Playback



GPS Shot Map

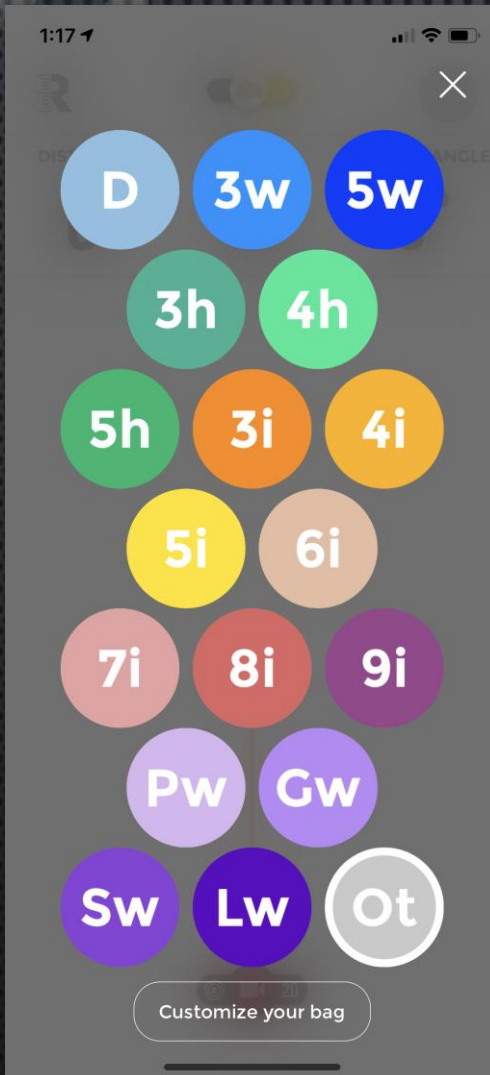


NET VS. OUTDOOR

METRICS	Distance	✓	✓
	Ball Speed	✓	✓
	Club Speed	✓	✓
	Smash Factor	✓	✓
	Launch Angle	✓	✓
	Launch Direction	✓	✓
OTHER	Competitions	✗	✓
	Games	✗	✓
	My Bag	✓	✓
	Airplay Compatible	✓	✓
	Setup	Requires 8 feet of ball flight	Requires 50 feet of ball flight



PLAY CONTINUED



- BEFORE HITTING, MAKE SURE YOU HAVE THE CORRECT CLUB SELECTED!
 - MANUAL CHANGE: TAP THE UPPER RIGHT-HAND CORNER AND TAP ON THE CLUB YOU WILL BE USING
- END SESSION: TAP THE 'R' IN TOP LEFT CORNER
- ONCE YOU LEAVE A SESSION: IF YOU DECIDE TO SWING AGAIN WITHIN 10 MINUTES, IT WILL ASK YOU IF YOU WOULD LIKE TO START A NEW SESSION OR GO TO PREVIOUS SESSION. (TAP WHICHEVER YOU WANT TO DO)



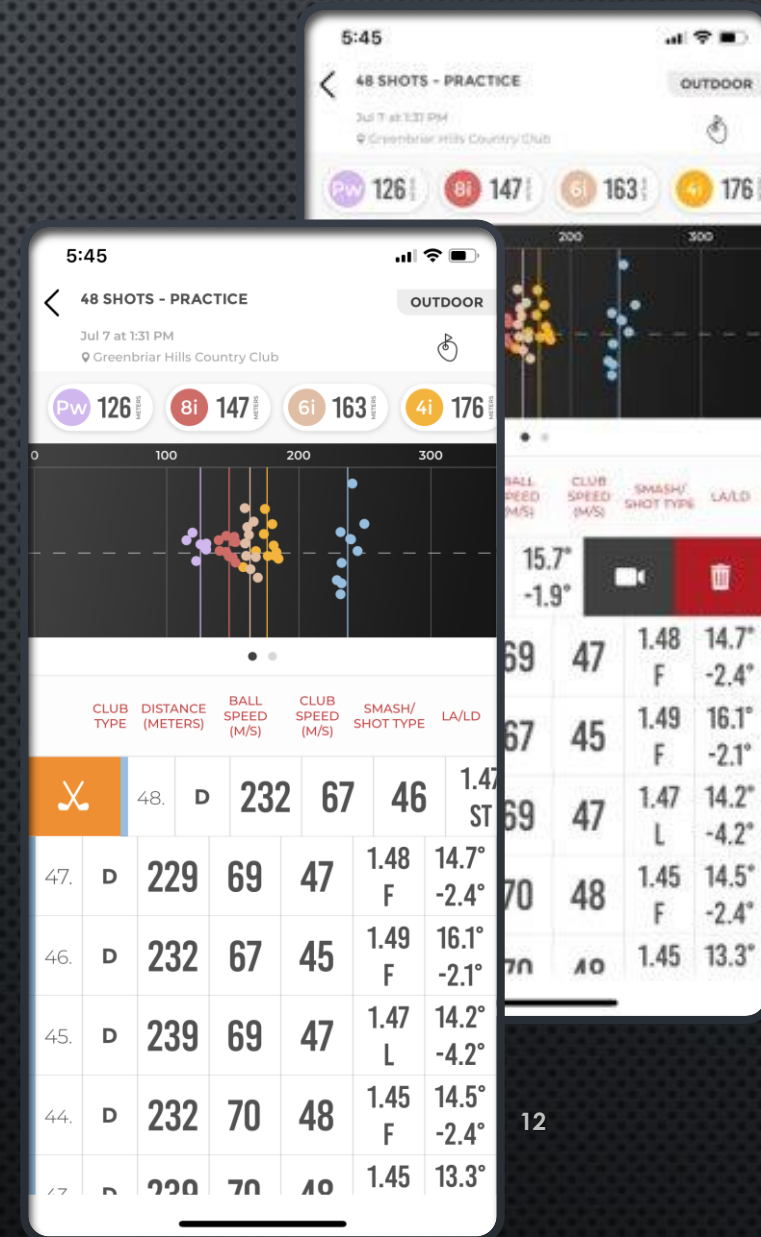
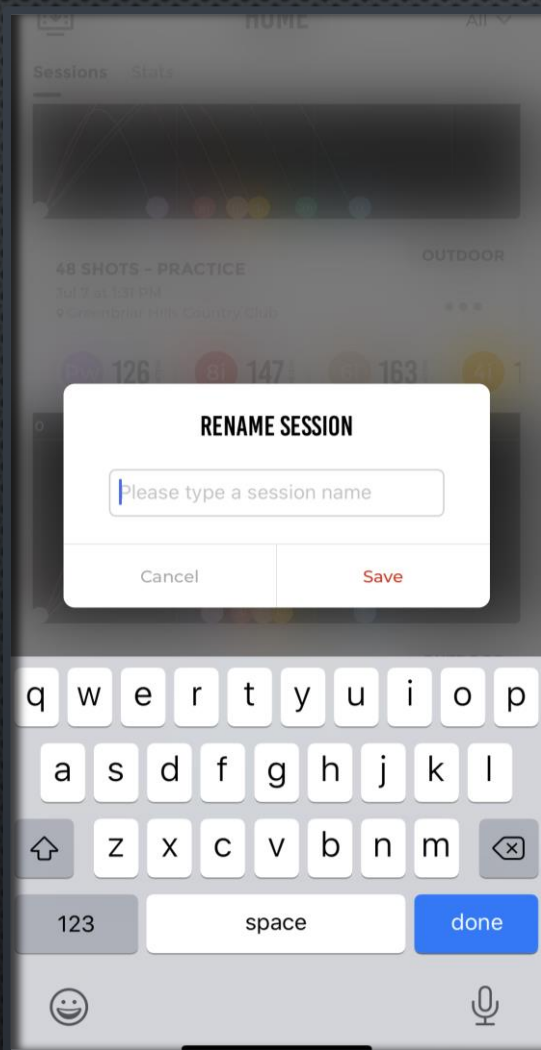
CLUB RECOGNITION/CLUB CHANGE

- CLUB CHANGE:
 - MANUAL CHANGE: TAP THE UPPER RIGHT-HAND CORNER AND TAP ON THE CLUB YOU WILL BE USING (IF THEY DO NOT HAVE AN XR OR NEWER, OR WANT TO CHANGE CLUBS MANUALLY)
- AUTO CLUB RECOGNITION:
 - MUST HAVE IPHONE XR OR NEWER OR IPAD PRO
 - SHOW THE ENTIRE SOLE OF THE CLUB TO THE CAMERA WITH THE ENTIRE NUMBER SHOWN CLEARLY.
 - HOLD THE CLUB 4-5 INCHES AWAY FROM THE CAMERA
 - DO NOT SHAKE THE CLUB IN FRONT OF THE RADAR OR CAMERA UNTIL CLUB CHANGES ON THE SCREEN.



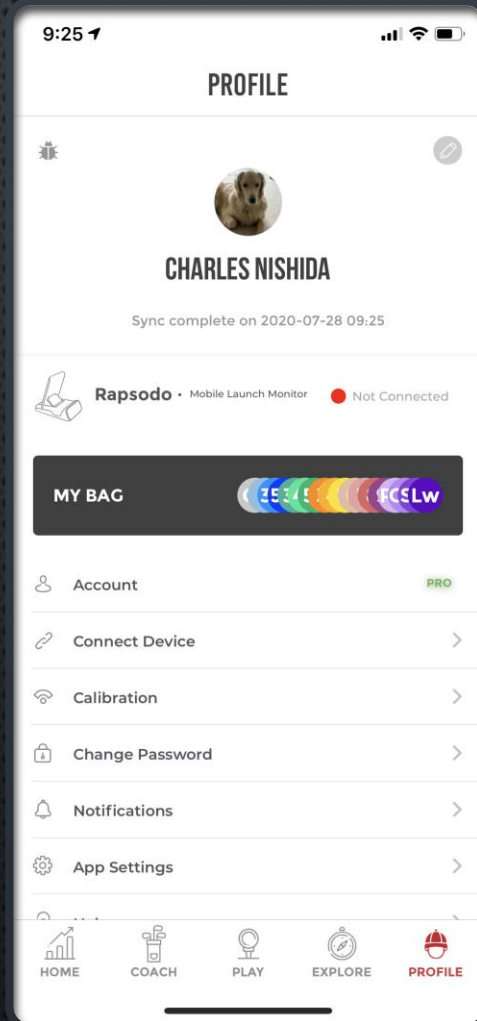
SESSION REVIEW

- TO RENAME SESSION: HOLD DOWN ON SESSION NAME, YOU WILL BE ASKED IF YOU WOULD LIKE TO RENAME
- TAP INTO SESSION TO SEE INDIVIDUAL SHOTS
 - PLAY VIDEO BY SWIPING LEFT AND TAPPING THE VIDEO ICON
 - TO DELETE A SHOT- SWIPE LEFT AND TAP TRASH ICON
- CHANGE CLUB AFTER TAKING A SHOT – SWIPE RIGHT AND TAP THE ORANGE ICON





PROFILE

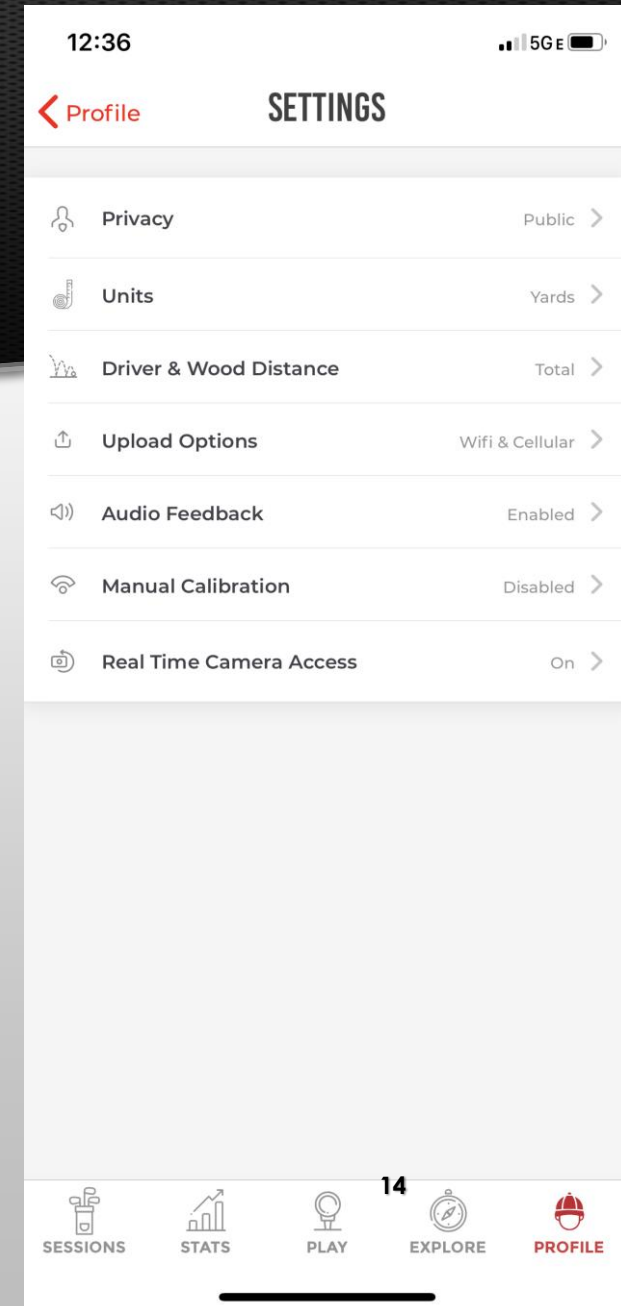


- THERE IS WHERE YOU CAN FIND:
 - MLM INFO
 - IF MLM IS CONNECTED TO APP, RENAME MLM, CHECK BATTERY STATUS AND UPDATE FIRMWARE
 - SYNC STATUS
 - APP SETTINGS



SETTINGS

- PROFILE > APP SETTINGS
 - THIS IS WHERE YOU CAN CHANGE UNITS OF MEASURE
 - DRIVER AND WOOD DISTANCE
 - AUDIO FEEDBACK
 - HOW TO MANUALLY CALIBRATE IF NEEDED
 - UPLOAD OPTIONS (WIFI AND CELLUAR, JUST WIFI)





ISSUES WITH DATA BEING OFF/SHOTS NOT REGISTERING

- IF SOMEONE'S SHOTS ARE FAILING HERE ARE A FEW THINGS TO CHECK:
 - IPHONE/IPAD ARE POSITIONED CORRECTLY ON THE MLM (BOTTOM OF DEVICE SHOULD BE SITTING IN THE INDENT ON THE MLM) WITH THE BACK OF THE DEVICE RESTING AGAINST THE TOP EDGE OF THE MLM. POP SOCKETS ON THE BACK OF DEVICES CAN AFFECT ACCURACY.
 - NOTHING IS BLOCKING THE CAMERA VIEW (TALL GRASS, GOLF BAG)
 - PHONE CASE DOES NOT HAVE ANY MAGNETS OR CREDIT CARDS ON THE BACK
 - MLM IS SITTING AT GROUND LEVEL AND PERPENDICULAR TO GOLFER
 - MLM MUST BE BEHIND BALL AND AIMED DOWN THE TARGET LINE
 - NO OTHER BALL IS CLOSE TO BALL BEING HIT
 - MLM APP HAS ACCESS TO THE CAMERA (IF THE CUSTOMER DID NOT GIVE PERMISSION, THE SCREEN WILL BE WHITE WHERE THE CAMERA VIEW SHOULD BE)
 - DEVICE MIGHT BE OVERHEATING
 - WE SUGGEST TRYING TO SHADE YOUR IPHONE/IPAD AS MUCH AS YOU CAN AND MAKE SURE YOU HAVE NO APPS RUNNING IN THE BACKGROUND.
 - THERE IS NOT TOO MUCH OR TOO LITTLE LIGHT (TOO MUCH LIGHT WILL DROWN OUT BALL, TOO LITTLE LIGHT WON'T ALLOW BALL TO BE SEEN)
 - TOO MUCH LIGHT: TO TROUBLESHOOT ANGLE THE CAMERA, AND YOUR SHOTS, A FEW DEGREES LEFT OR RIGHT AWAY FROM SUNLIGHT
 - NOT ENOUGH LIGHT: TO TROUBLESHOOT SWING DURING THE DAY, OR IN A PLACE WITH FLOOD LIGHTS TO LIGHT WHERE THE BALL STARTS AND ENDS



ISSUES WITH DATA BEING OFF/SHOTS NOT REGISTERING

MLM SET UP

To get accurate readings, please ensure that your iPhone or iPad is firmly in the top slot of the MLM and the back of your Apple device leans against the top lid of the MLM with no interference. Please also ensure the MLM LED light is green prior to hitting your shot.

Large or bulky cases, pop sockets, or not having the phone in the top slot prevent your MLM from getting accurate readings.



✓ Correct Set Up



✗ Incorrect Position



✗ Not In Top Slot



✗ Not In Top Slot

MLM ALIGNMENT

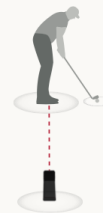
Place the MLM on a flat surface, level with your ball, approximately 6-8 feet behind the ball aimed down your target line. Ensure that you and the ball are visible on screen.



✓ Correct Set Up



✗ Too Close



✗ Off Target Line



✗ Incorrect Position



COMMON SUPPORT QUESTIONS

- **BALL RECOMMENDATION-**

- THE MLM DATA IS TRACKING THE ACTUAL BALL VELOCITY, LAUNCH, AND INITIAL TRAJECTORY. THIS DATA WILL VARY WITH THE TYPE AND QUALITY OF THE BALL. RANGE BALLS ARE OFTEN HARDER THAN STANDARD BALLS WHICH WOULD RESULT IN HIGH VELO AND HIGHER LAUNCH ANGLES. BUT THE RESULTING DISTANCE AND LAUNCH ANGLE WILL BE ACCURATE FOR A RANGE BALL.
- WHITE OR YELLOW PREFERRED (MORE BEAT UP A BALL IS THE WORSE IT IS GOING TO FLY IN THE AIR)

- **CREATING SEPARATE ACCOUNTS WITHIN THE APP.**

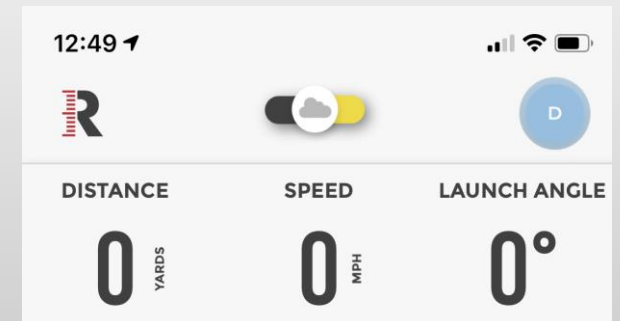
- 1. YOU AND ANOTHER GOLFER CAN BOTH CREATE YOUR OWN ACCOUNTS, THEN LOGIN TO THE ACCOUNT OF THE PERSON WHO WILL BE TAKING THE SWINGS. THIS OPTION WILL KEEP ALL OF YOUR DATA COMPLETELY SEPARATE. **MLM VERIFICATION EMAIL MUST BE OPENED ON SAME DEVICE MLM APP IS ON.**
- 2. YOU CAN SHARE THE SAME ACCOUNT AND RECORD YOUR SWINGS IN SEPARATE SESSIONS. IF YOU TAKE YOUR SWINGS AND ARE FINISHED, YOU CAN HIT THE R IN THE TOP LEFT HAND CORNER AND END SESSION. THEN START A NEW SESSION WITH YOUR SON'S SWINGS. AFTER THE SESSION IS FINISHED, YOU ARE ABLE TO RENAME THE SESSION. (EX. PAT SESSION 7/14). THIS OPTION WILL ALLOW YOU TO BE UNDER THE SAME ACCOUNT BUT YOU WOULD NEED TO END EACH SESSION BEFORE SWITCHING TO THE NEXT GOLFER.

- PLEASE NOTE THE STATS WILL AVERAGE BOTH PLAYERS EVEN THOUGH THE SESSIONS ARE SEPARATE



COMMON SUPPORT QUESTIONS

- TO HELP WITH LIGHTING: TAP ON THE ICON IN THE MIDDLE TOP OF THE APP, YOU CAN CHOICE FOR NIGHT OR DAY MODE





PRO SUBSCRIPTION INFORMATION

- **PREMIUM SUBSCRIPTION: \$99**
 - 1) 1 YEAR PRO SUBSCRIPTION
 - 2) CLOUD VIDEO STORAGE UP TO 10K VIDEOS
 - FREE ACCOUNT WILL SAVE LAST 100 SWINGS
 - 3) SHOT APEX AND SLOW-MOTION SWING REPLAYS
 - 4) MUST CREATE A FREE MLM ACCOUNT BEFORE PURCHASING
- FEATURES THAT WILL BE ADDED IN THE FUTURE WILL LIKELY ONLY BE AVAILABLE FOR PREMIUM USERS