

## Quick troubleshooting guide

## 1. Download our App

Visit the Dashr forum for instructions, FAQs, etc. -- [www.dashrsystems.com/forum](http://www.dashrsystems.com/forum)

Dashr uses a mobile application to control the laser modules and display testing times. The free **Dashr** Wireless Timing App can be downloaded from both the Google Play Store and the Apple App Store.

Symptom	Actions
<b>T1:</b> Laser is not tripping on the module (Red/Green Light on module).	<p><b>T1.1</b> - If you are testing in the sun, make sure that the laser is oriented towards the sun so that the laser hits the shaded side of the athlete.</p> <p><b>T1.2</b> - Turn the laser on next to reflector (while pointing the laser at the reflector) and slowly back up to a distance of ~6 feet.</p> <p><b>T1.3</b> - Orient the laser downward at the reflector.</p> <p><b>T1.4</b> - Change the batteries, use lithium ion when available.</p>
<b>T2:</b> Laser trip is not registering in the Dashr App.	<p><b>T2.1</b> - Make sure that you are positioned between the START and STOP laser. Being too far from the timing gate may result in occasionally missing a laser trip. See T5.</p> <p><b>T2.2</b> - When in doubt, restart Bluetooth on the phone, restart the Dashr App, and re-connect the lasers. Reinstall App if necessary.</p>
<b>T3:</b> Laser is tripping for most but not all athletes.	<p><b>T3.1</b> - Reflective clothing, such as white baseball pants, may increase light bouncing back to the laser. Reposition the lasers to hit the shaded side of the athlete and make sure they are not wearing reflective clothing.</p>
<b>T4:</b> Laser is not connecting to the mobile device.	<p><b>T4.1</b> - Turn the laser off, then back on and retry.</p> <p><b>T4.2</b> -Restart Bluetooth on the phone, restart the Dashr App, and re-connect the lasers. Reinstall App if necessary.</p>
<b>T5:</b> Laser has disconnected.	<p><b>T5.1</b> – Your phone has lost connection with laser. Make sure your phone is not on the ground; remove phone’s case (if present); make sure your body is not between the phone and laser; ensure you have fresh batteries; stand at the center of the drill.</p>
<b>T6:</b> Getting the error “Check Stop Laser Alignment”.	<p><b>T6.1</b> - This error occurs when a downfield laser is tripped for several seconds before the actual test begins - a check for the operator to make sure everything is aligned before timing.</p>
<b>T7:</b> Unrealistic times.	<p><b>T7.1</b> - Timing off the front foot in the Dash drill will result in faster than actual times (full step before moving their front foot). For 2-point starts we suggest using the Flying drill with the beam waist high, right in front of the athlete.</p> <p><b>T7.2</b> - Tripods being too low (shin of the athlete) can result in slightly off times due to the leg being in front of or behind the athlete’s body when crossing the beam. We suggest waist high placement.</p>

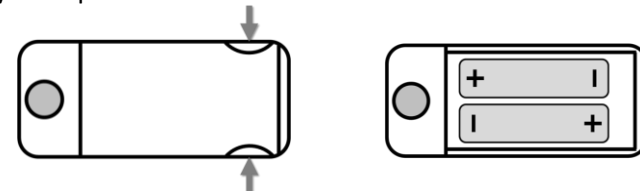
*NOTE: Operation of the system requires that your phone has Bluetooth® turned on to connect to the laser modules. **Connection takes place in the App, not your phones’ settings.***

## 2. Install/Open App

Make sure that your phone/tablet is properly charged before using the Dashr system. Open the Dashr App on your mobile device and log into your Dashr account. If you do not have an account, you can make one at [dashboard.dashrsystems.com](http://dashboard.dashrsystems.com).

## 3. Install batteries in lasers

**BATTERY COMPARTMENT:** The bottom of the laser module has a battery cover that snaps in and out. To remove the cover, squeeze the battery cover on the laser side of the module (sometimes these are tight when new). This will release the clips and allow you to pull to cover off.



**BATTERIES:** Each Dashr|Blue laser module requires two AA batteries. Make sure you put the batteries in correctly and have the silk ribbon under the batteries for removal. Look for the + sign in the battery compartment to properly align your battery. Failing to put the batteries in correctly may damage the laser.

## 4. Register your devices

All Dashr products (besides 2.0 and RFID modules) need to be registered with your phone or tablet. To do this, select “Device Registration” from the main page and power on your Dashr devices one at a time – selecting it from the “Available Devices” list and assigning it a number. There is a spot on your Dashr device where you can label your device with that number. Repeat this for each device. Note that this must only be done once per phone/tablet that uses the Dashr device(s).

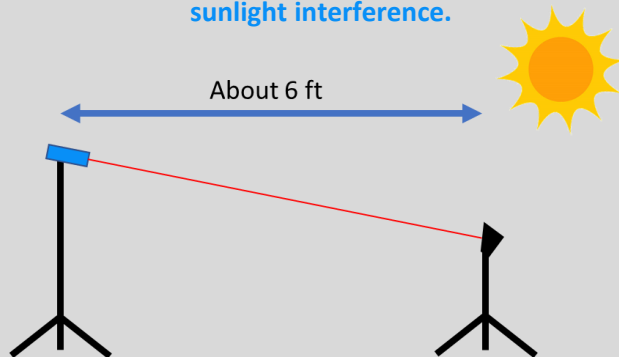
## 5. Select a drill in the app

Once logged in, the main page of the app provides several options to select your desired drill. Once selected, each drill will present more information. You will select Blue, as you are using the Dashr|Blue series of lasers, to begin configuring devices for your drill. If you have any questions throughout the process, help and tips have been built into the app at each stage in addition to further support on the website. [www.dashrsystems.com/bluedrills](http://www.dashrsystems.com/bluedrills)

## 6. Align laser and reflector tripods

**LASER MODULE/REFLECTOR:** Use the threaded interface to attach to a mini or regular sized tripod. Optional ball-joints can be used with the laser on mini tripods to help with aiming. The laser must reflect back to establish the gate. Remove film from reflector if present.

When operating outdoors, orient the laser towards the sun so that the athlete passes between the sun and the laser when running the drill. Angling the laser downwards and the reflector up as shown will reduce sunlight interference.

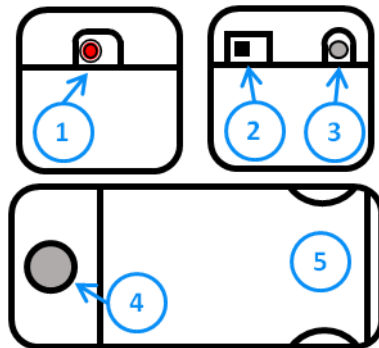


## 7. Connect the device(s)

Within the drill, turn on the device (laser, jump, display, etc.) and select it from the drop-down list. Then press the "Connect" button. If it does not connect the first time, repeat.

### Laser Module Details

1. Laser diode
2. On/Off switch
3. LED indicator light. **GREEN** indicates that the laser gate is not tripped, **RED** indicates that the laser gate is tripped.
4. Threaded interface
5. Battery cover



## 8. Perform trial run to verify setup

With the appropriate number of lasers/reflectors set-up to run your drill. Orient the laser at the reflector and wait 5 seconds for the laser to calibrate to the environment. If the light on the back of the laser is **GREEN** then the gate is setup. When the gate is tripped (something blocking the laser) the light will be **RED**. Note that the LED indicator light may be green before pointed at the reflector, this is because it is not yet calibrated.

Laser and reflector should be set-up roughly 6 feet apart (your wingspan).

The phone/tablet should be stationed between the lasers if performing a multi-laser event or within 10 feet of the laser when a single laser event. Not doing so may impact receiving results to the phone/tablet.

**DO NOT place the phone/tablet on the ground while operating the system. This can block the Bluetooth antenna and result in reduced performance.**



## 9. Start testing!

More instructions and videos can be found on our website at [www.dashrsystems.com](http://www.dashrsystems.com). Visit us online to learn more ways to make testing easier and more efficient.

FCC ID: R20170224, IC: 2015DJ2435  
Contains FCC ID: SH6MDBT40  
Compliant with  
(1) USA, FCC Part 15.209  
(2) Canada, RSS-Gen, Issue 4  
(3) Japan: VCCI, V-3  
(4) AS/NZS CISPR 32:2015



Class 3R lasers range from 1-5 mW and are considered low risk for eye injury. Additionally, our lasers are de-focused - preventing minor vibrations from tripping the system (~2.25in diameter at 10 ft). This adds to the safety component of the system.

*Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment*

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux flux RSS exempts de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne doit pas causer d'interférence, et (2) cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil."