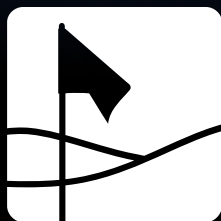




MULTISPORT ARCADE



TruGolf®

Version 0.50



PLEASE WAIT



MultiSport ARCADE

This isn't passive, sit still play;
everyone is up, energized, and
having fun together!

MultiSport ARCADE is an innovative sports entertainment that delivers world-class arcade-style sports games right into your home.

From casual dodgeball to the high-stakes thrill of a stadium crowd awaiting your winning play — games for every interest

Turn every big game, the Super Bowl, the World Cup, MLB, and NBA Playoffs into unforgettable fun and engagement

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CONTACT CUSTOMER SUPPORT

Monday-Friday
9:00 am - 5:00 pm MST
Toll Free: 877-711-6691
Direct: 801-677-1123
<http://trugolf.com/support>

The Basics:

How the MultiSport ARCADE Camera Works

Utilizing stereographic depth cameras and traditional RGB, the MultiSport ARCADE (MSA) Camera captures the velocity and direction of objects kicked, hit, or thrown.

That motion is translated into the 3D projected world creating a unique gaming experience accessible to all users, great and small.

Pre-Installation

Successful Installation Requires:

75mm VESA Compatible Mount

Electrical outlet or power source within 2.5' of device

- The MSA Camera has a on/off power switch.
To make power cycling of the unit more convenient it is recommended you use the included remote power switch, or put the MSA on it's own light/activation wall switch.

You will be running a USB Extension Cable from the MSA Camera to the PC.

- To prevent the buildup of static electricity, consider how you will run the cable to prevent it from being in contact with the booth materials.

IMPORTANT!

Be aware of your surroundings and people around you when using sporting equipment indoors. And consider how you will contain the sporting equipment to the left/right of the play area between the player and screen.

Installation

Mounting and Positioning the MSA Unit in your enclosure

Position the MultiSport ARCADE Unit so it is centered with the projected image.

The camera should be facing the screen.

- In a two-camera system, The cables should come out screen side, and the camera furthest from the screen is designated the “Front View”.

Install the Device at a distance of 8–10 feet from the screen, measured from the back of the unit.

Mount the Device at a height of 8–10 feet from the floor, measured from the top of the unit.

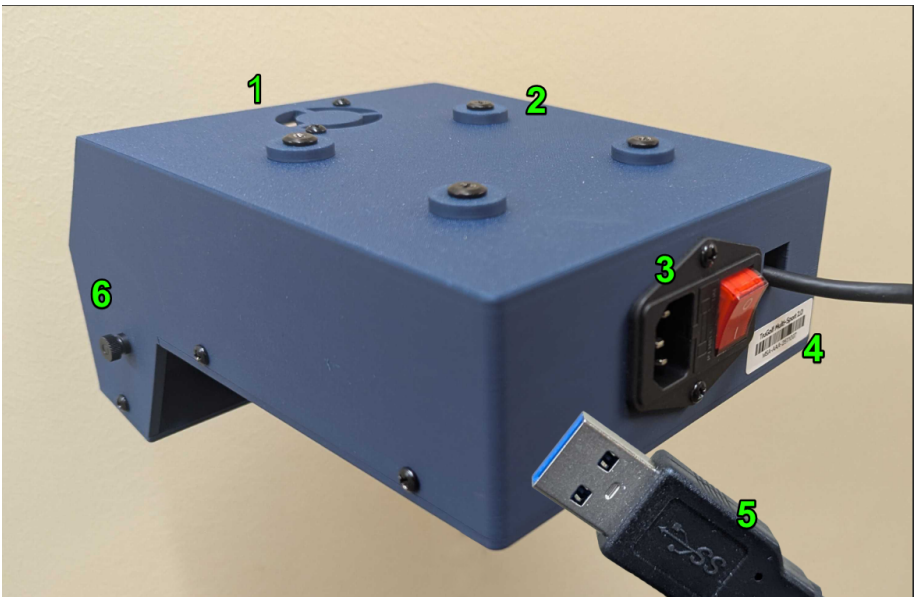
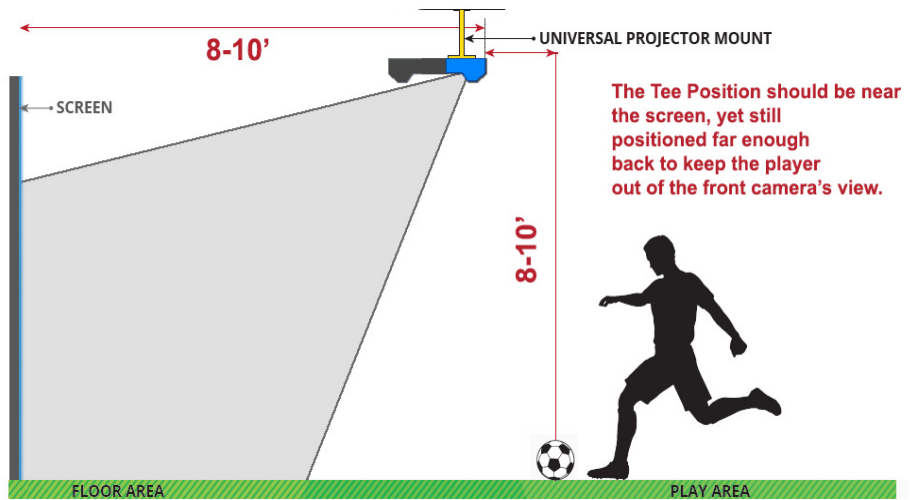
Ensure the Device is level and securely fastened before use.

Use the provided USB Extension Cable to connect the MSA Camera to the PC. No other cables or USB HUBs should exist between the Camera and PC.

- Be gentle, these cables can be fragile and are susceptible to damage from kinking or damage to the cable sheath.

(Installation outside of spec, can introduce error)

Installation



1. FAN --Do No Block
2. (4x) VESA Mounts--75mm
3. Power Connection and Power Button
4. Serial Number
5. USB--This connects to the USB extension cable.
6. Thumbscrews--For adjusting the Front Camera.

Calibration

Calibrating the MultiSport ARCADE

Before we Begin:

- Remove the foam piece that protects the camera during shipping
- Remove the blue protective lens cover, avoid touching the camera lens

The MultiSport ARCADE lives in its own ecosystem, the Product Launcher.

The Product Launcher is where all the games are contained, and where you can find the MultiSport Calibration Tool.

Download the E6 Product Launcher:

<https://trugolf.com/pages/support>

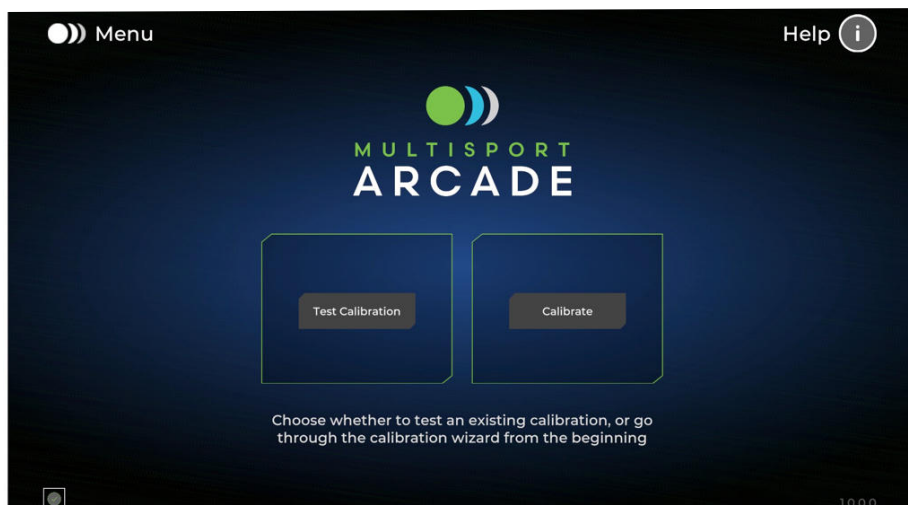
The Calibration Tool is found under the Menu > Utilities.

The MultiSport Calibration Tool

Accuracy is subjective. These are lighthearted, arcade style games, not true sports simulations. If your calibration feels good to you, there is no need to chase perfection—just enjoy the experience.

PRO TIP: Help is provided on every screen in the upper right-hand corner

Calibration

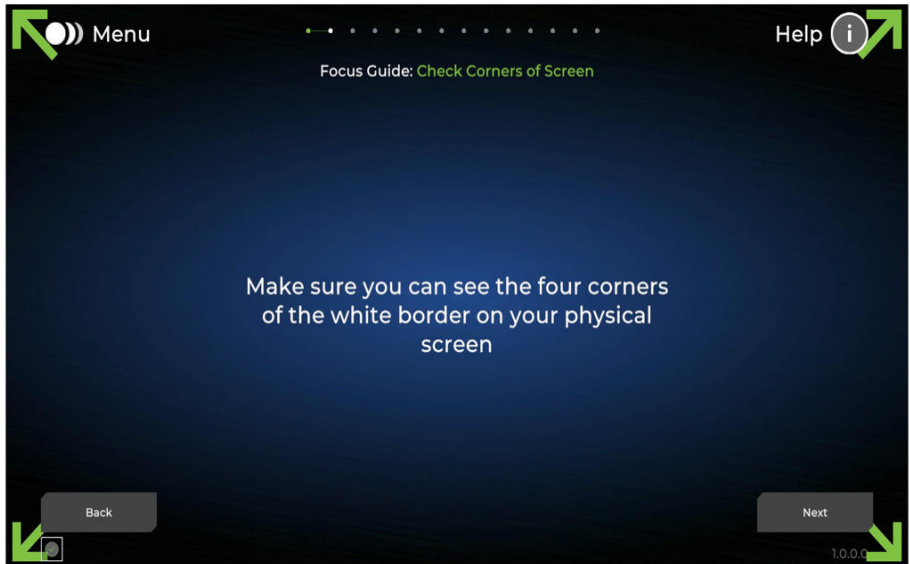


Testing your calibration occasionally is a great way to ensure everything is working as expected. Otherwise, jump right into calibration.



Select the MultiSport Camera system you own. Look at the device to determine if you have a single or dual camera system.

Calibration

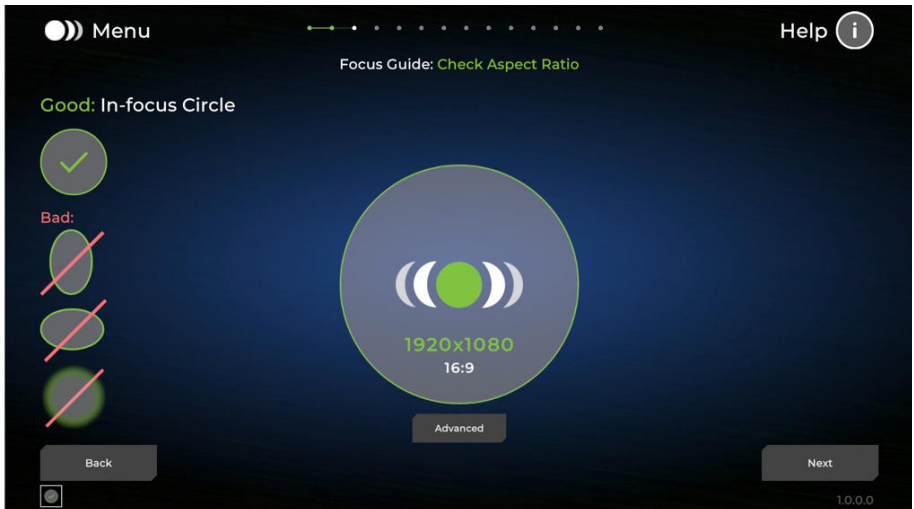


We want to make sure the entire projection is visible on the physical screen.

For best calibration, especially in lightgun games, make sure the white outline fits entirely withing the screen

Avoid stretching or compressing the picture, as it can lead to shot-registration errors.

Calibration



To ensure accurate shot registration, the center circle must appear round.

If it looks oblong, your projector's output likely doesn't match the Windows display settings.

For example, a Windows resolution of 1920×1080 is 16:9. Projecting this onto a 4:3 screen can stretch the image vertically, turning the circle into an oval and causing Launch Angle Error.

Mismatched aspect ratios can make this tricky. Measure your screen and use the "Advanced" option to compare aspect ratios. You may need to adjust the Windows resolution to better match your projection screen.

Some letter-boxing is normal if your screen's aspect ratio isn't fully supported by the projector or Windows.

Calibration



You will be presented with one or two camera views, depending on the system you have.

Make sure the front camera is facing the screen.

- For a two camera system, the front camera is the camera furthest from the screen.

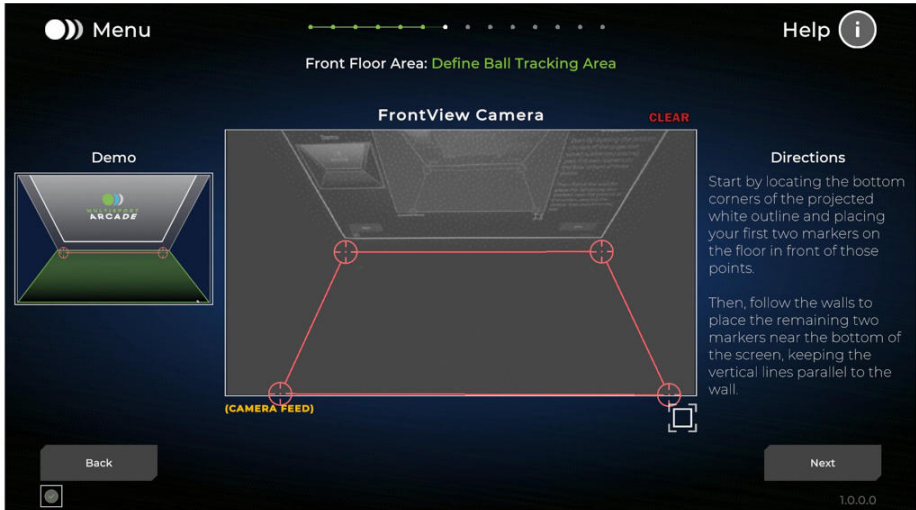
Make sure the camera is oriented correctly with the floor down, and if you have a rear camera do the same here.



Calibration

There is a large green line that goes across this image from left to right.

Turn the "Front View" down until that green line just disappears from the live "Camera Feed".



You are going to define the Floor in front of the projection screen.

That floor area should be flat and contiguous, without interruption.

Locate the white corners of the projected image, and click on the floor below the corners.

Follow the walls of your enclosure down in the "Camera Feed" to finish the floor definition.

Your horizontal lines should be parallel with each other. The Left and Right side lines should be trapezoidal and even.

Make sure you are clicking on the FLOOR, not the projections screen or the walls.

Avoid clicking on any lips or gaps in front of the screen.

Calibration

PRO TIP: It can be hard to see sometimes, as our environments tend to be dark.

In the lower right of the "Camera Feed" you can expand the window, and then even increase the "Brightness" to see better where you are clicking.

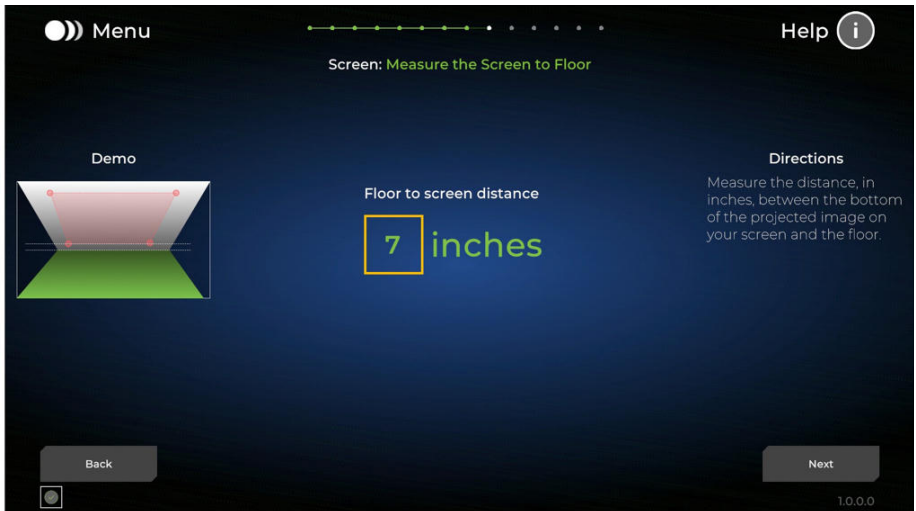


Calibration

Now we want to define the screen boundary.
Actually we are defining the extents of the Projection.

Click on the white corners of the bottom of the projection,
visible in the Camera Feed
Follow the white lines left and right up the screen and click
again near the top.

(You won't be able to see the white corners at the top of
the image, as we already turned our cameras down in a



Measure from the floor to the bottom of the projected
white outline.
Round up to the nearest whole number.

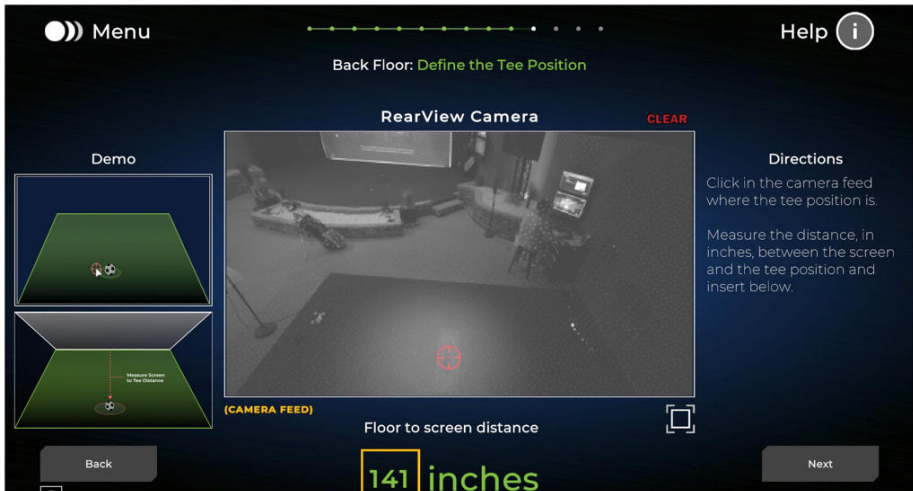
Calibration



This step only applies to the original 2-camera systems. Define where you want to hit/kick and throw from; we'll call this the "tee position"

Consider putting a marker on the floor to identify this area. Adjust your rear-facing camera so the "tee position" is maybe 1/5 up from the bottom of the "Camera Feed"

Select a flat contiguous area around the tee position. You do not need to identify a large floor area, just the area around the tee, maybe 2' on any given side is plenty.

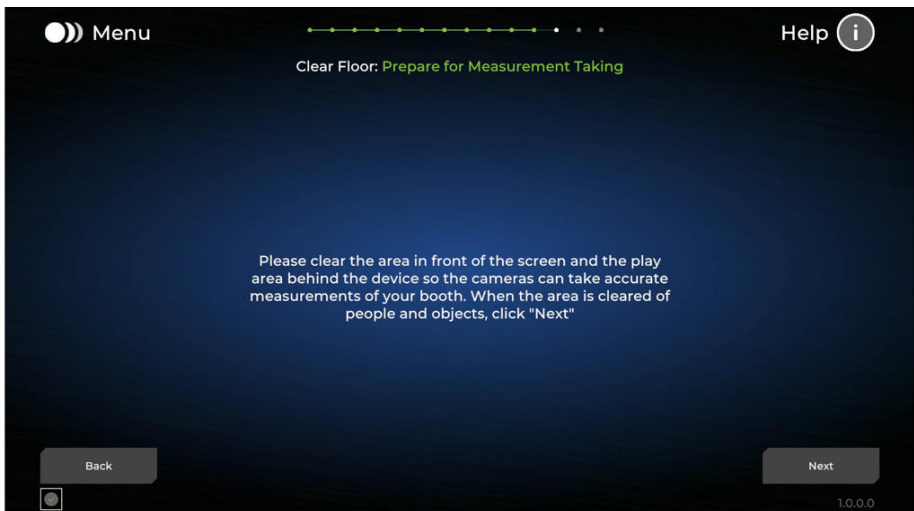


Calibration

For a single-camera unit, simply measure the distance from the screen to the “tee position”; that location where you want to hit, throw, and kick from..

For a dual-camera system, you will select the tee position in the “Camera Feed” as well as entering the measurement from Screen to Tee.

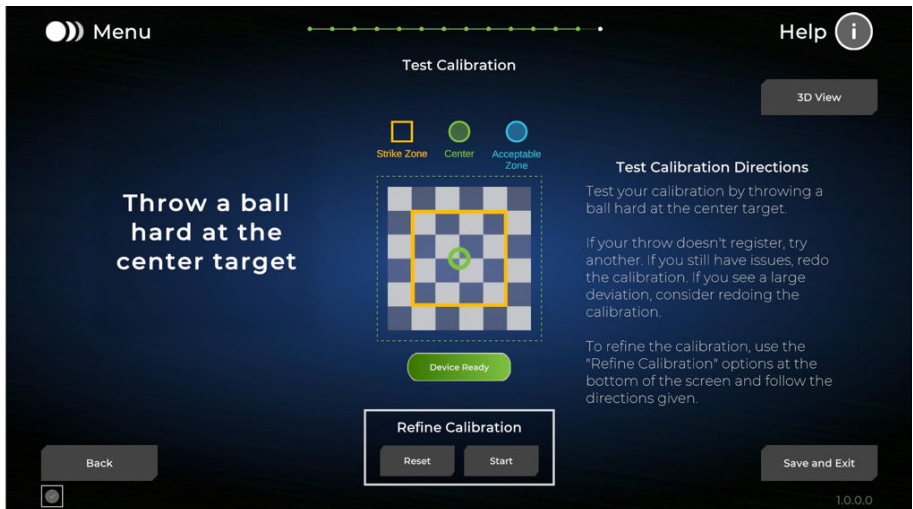
NOTE: The “tee position” can not be within the Front Floor area. It needs to be far enough back to ensure the players



Clear the play areas (front and back) of any objects. Make sure you and your guests are no longer in the area, and select “Next” to begin taking measurements.

A countdown will begin during the measurement process, stay clear of the area until it has completed.

Testing Calibration



Whether you got here through calibration, or simply selected to Test the Calibration, these screens are the same.

NOTE: Calibration is not saved until “Save and Exit” is selected.

NOTE: You are calibrating to the center of the screen, focus your attention there.

To Test:

- Throw, do not toss or lob, a ball at the center green target in the checkerboard pattern.
- Note where your ball came in contact with the screen.
- The program will tell you where IT believes the ball impacted the screen.

If your actual ball made impact within the blue “Acceptable Zone” you are calibrated.

If you are outside of the “Acceptable Zone”, you may need to consider starting the process of calibration again, and focusing on each step to ensure a better outcome.

Testing Calibration

PRO TIP:

If you are within the “Acceptable Zone” you may not notice any improvement with refining the calibration. The only exception may be INSIDE HEAT. If that game is important to you may want to spend a little time, just a few throws, to refine the calibration.

You may choose to refine the calibration further.

- Under “Refine Calibration” select “Start”
- Throw the ball again at the center target.
- As before the application will tell you where IT believes impact was made.
- Now, you select the actual location of impact.
- That offset will be recorded and saved.

Throw again and continue the process until the actual impact location and where the application believes the impact was made, are the same.

- Save

PRO TIP:

Most of us don't throw baseballs all the time. Don't worry if you miss the target, just throw again.

PRO TIP:

Calibration satisfaction is relative. It can sometimes be hard to tell if you've got it “just right”. If you are happy with calibration, you can save the calibration and start playing your games.

You can come back and refine the calibration at any time.

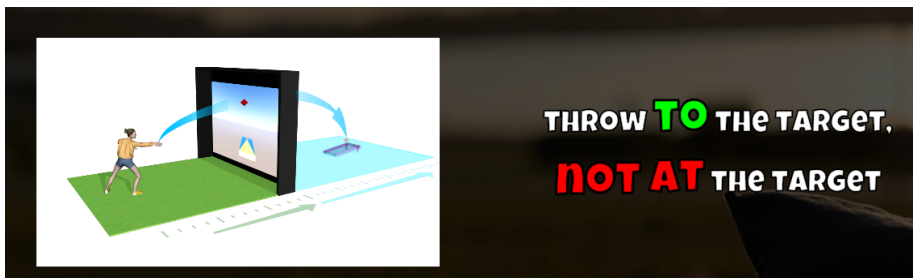
Playing the Games

Playing the games of MultiSport ARCADE

Most of the games of MSA exist in the virtual space.

The target of your game, doesn't exist ON the screen, but rather beyond the screen in 3D space.

You will want to throw/kick TO the target, not AT the target.



As an Example: In Soccer, a penalty kick is 36' from the goal, NOT the 11' between you and the screen. You are kicking to make the goal, not simply to hit the screen.

- Throwing, hitting, and kicking should be done hard with intention.

There is a notable exception:

INSIDE HEAT

For INSIDE HEAT, you want to throw where the target appears on the screen.

Aim directly at the Green Target of INSIDE HEAT



Playing the Games

The nuance of a couple of the games:

CORNHOLE:

Lob the beanbag, just as you do in real life.

HOOPS:

The limitations of booths we play in, limit HOW we throw the ball.

In HOOPS, to prevent us from constantly hitting the ceiling, you will learn to PUSH the ball.



Equipment

The Sports Equipment Package included with your purchase has several sports items to get you started.

If or when you purchase additional or replacement items, be sure to select equipment that contrasts well against your environment. Yellow and white for example work very well in darker environments and against a green turf. Blue and dark reds do not.

Avoid reflective equipment.

Consider using a foam bat. As much confidence we have, a hard bat can get away from us, and we would not want

Tips for Success

TEST CALIBRATION

Check your calibration regularly, to prevent surprises

TURN OFF THE DEVICE WHEN NOT IN USE:

This allows the equipment to cool and dissipate any unwanted static buildup.

- Ideally, this is done with the remote switch (provided)

ALLOW YOUR PC TO COOL

Don't leave games running excessively, taxing the GPU.

Exit out to the games when not playing.

Additionally, it's important to keep our PCs updated, and to occasionally turn them off.

LIGHTING:

Because our projected images can get washed out by ambient lighting, we have a tendency to keep our environments dark to help maintain the image quality.

The MSA is very flexible with lighting, but it does need to see the objects kicked, hit, or thrown, so some lighting is needed.

Additionally, you will want that light to be consistent with the lighting used during calibration.

Avoid reflective materials, and windows or devices that contribute infrared light. These things can confuse the cameras.

Troubleshooting

THE CAMERA IS NOT WORKING AT ALL

- Be sure the device is on and powered, (For single camera devices, look for the switch light on the unit)
- Power-cycle the unit. Turn it off and back on.
- Check all the connections.
- If this is a new installation, be sure you are using the provided USB Extension Cable, and that it is the only device between the MSA unit and the USB 3.0 port on the PC

If the device stops working during play, the application will attempt to reconnect, but sometimes the application will need to be restarted before you are able to resume play.

SHOTS ARE INACCURATE, INCONSISTENT, OR FAILING

- Are you playing from the “tee” position?
- Test the Calibration in the MultiSport Calibration Tool. Recalibrate if shot registration is way off.
- The device may have been bumped, or the screen sagging.
- Consider if there have been any changes to the game environment, or it’s lighting.
- Are you using the proper equipment?
- If calibration looks good, a great test is to try the system at night (or otherwise in the dark) with other devices off, and very minimal additional lighting. This can help us identify if there is any infrared contamination or interference.
- If this is a new installation, and bowling is adversely affected, this can be due to lighting conditions. To test, try adding additional ambient light to the environment.

Troubleshooting

MSA Camera (Unit) Not Detected



General and Quick checks

- Confirm the unit is powered on
- (Single-camera units: check the switch light.)
- Ensure the USB cable is connected to a USB 3.0 or higher port on the PC (typically blue or red).
- Power-cycle the unit (off → wait 10 seconds → on).
- Using the included remote on/off device is recommended.
- Check that all cables between the unit and PC are securely connected.
- Do not use USB hubs, adapters, or alternate cables.
- These can limit data bandwidth and prevent the cameras from functioning correctly.

Troubleshooting

Still not detected? Let's Isolate the Cause.

To determine whether the issue is related to the PC, cable, or camera unit, try the steps below.

Test the PC

- Connect the USB Extension Cable to a different PC or laptop with a compatible USB 3.0 port.
- If the unit is detected on another system, the issue may be with the original PC.

Test the USB Extension Cable

- Temporarily remove the MSA Unit from the ceiling.
- Bypass the USB Extension Cable and connect the MSA Unit directly to a USB 3.0 (or higher) port on the PC.
- If the unit is detected when connected directly, the extension cable may be faulty.

If both tests fail, the MSA Camera Unit may be at fault.

Contact our Customer Experience team and provide the test results for next steps.

Troubleshooting

Zoom Issues

Verify the MSA Camera Installation

- 8–10 ft from the screen (measured from the back of the unit)
- 8–10 ft above the floor (measured from the top of the unit)

Re-run Calibration Carefully

Run the calibration process again and pay close attention to each step:

- Incorrect point selection is a common cause of zoom issues.
Ensure the correct points are selected during floor and screen definitions
- Verify that the tee position and distance are measured accurately.
 - The tee should not be inside the front floor definition.
 - The tee should not be positioned too far back (for example, beyond 15 feet).

If zoom issues persist after verifying installation and recalibrating, please contact our Customer Experience team.

Troubleshooting

Shots Not Detecting

Are no shots detected or only some?

If no shots are detected:

- Test your calibration and consider going through the calibration process again, with more focus on accomplishing each step.

If only some shots (e.g., low or bowling balls) are missed:

The camera may not be seeing the ball clearly. Check the following:

- Installation: 8–10 ft from the screen (back of unit)
- Installation: 8–10 ft above the floor (top of unit).
- Front-facing camera angle: Make sure it points downward as directed in the “AIM FRONT CAMERA” calibration step, then complete the calibration again.
- Ball contrast: Use a ball that stands out from the floor and surroundings. For example, try a soccer ball for bowling. White or yellow balls work well in golf simulator environments.
- Lighting: Increase ambient light temporarily and test.
- MSA Calibration Utility>Advanced Features>Lighting:
 - Aim for 80–90% floor visibility.
 - Adjust Exposure and Offset slightly to improve detection.

Troubleshooting

Frequent Disconnections

Frequent disconnects are unlikely to be caused by power fluctuations. The most common causes are connection issues or static electricity.

Check Connections

- Verify all connections between the MSA Camera Unit and the PC are secure.
- Ensure there is no strain or tension on the USB cable.
- Use only the provided USB Extension Cable.
 - Nothing should be connected between the MSA Unit and the PC.
No hubs, adapters, or extenders.

Static Electricity Considerations

The MSA Unit is a USB device, and USB connections can be affected by static electricity.

Static issues are common in golf simulator environments due to:

- Nylon-based turf and mats
- Low humidity

Movement and friction between these materials and cables can introduce static and cause disconnections.

Troubleshooting

Reduce Static Near Cables

- Prevent booth materials from rubbing against USB cables.
- Route cables away from awnings or fabric panels.
- Secure cables to the back side of overhead trusses when possible.

How to Mitigate Static in the Environment

- Ensure all electrical outlets are properly grounded (Inexpensive outlet testers are widely available.)
- Power down equipment overnight to allow static to dissipate.
- Maintain 35% or higher humidity using a room or HVAC humidifier.

Reduce Static from Nylon Turf

- Lightly mist turf and stance mats with an anti-static spray before daily use.
- Stop if any buildup occurs—surfaces should not be slippery.

Anti-static options

- Use a commercial anti-static spray, or
-
- DIY mix: 50% unscented Downy fabric softener + 50% water in a spray bottle (Effective for reducing static in these environments.)

Troubleshooting

Phantom Shots

Shots registered by the game that were not actually taken

Common Cause: Light interference affecting the cameras (RGB + infrared), especially from sunlight or nearby infrared sources.

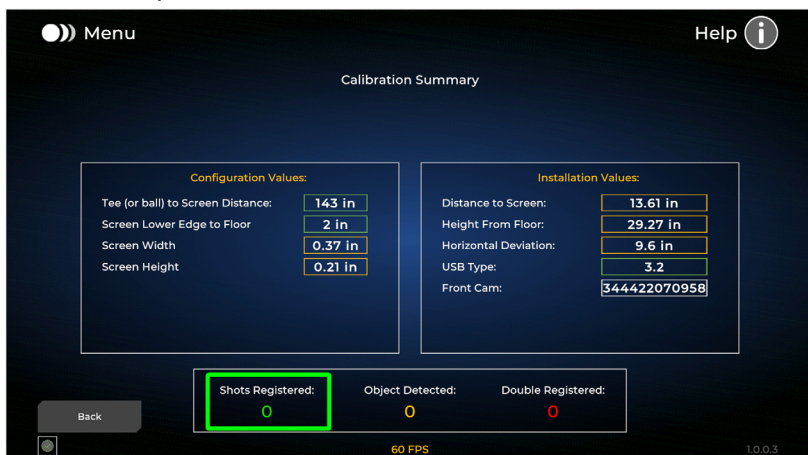
What to do:

- Cover windows or test at night to eliminate sunlight.
- Power off nearby simulators or devices that emit infrared.
- Minimize ambient light by turning off other lights in the area.
- Clear reflective materials from the play area (vacuum from tee to screen).

Test in the MSA Calibration Utility:

Menu > Advanced Features > Calibration Check

- Stand outside the play area and avoid interacting with it.
- If phantom shots appear, light interference is likely the cause.



Errors: What They Mean

“Something Went Wrong”

When it appears

- During > Confirm Device Is Working
- During Settings > Measurements for Calibration

What to do

- Early in calibration:
Exit calibration, power-cycle the device, then retry.
- During final measurements:
Review the selected points for the Ball Tracking Area and Screen Image Boundary.
 - Adjust any questionable points.
 - Ensure the play area is clear of people and objects.
 - Continue calibration.

“Failed to Find Cameras”

This error typically occurs for one of the following reasons:

Cameras are not detected

- Close the application and power-cycle the device.
- If the issue persists, check all USB connections between the device and the PC.

Calibration does not match the detected device

- An MSA Camera Unit was found, but it does not match the existing calibration.
- Run the MultiSport Calibration Utility.

Errors: What They Mean

“No Calibration for Current Cameras”

An MSA Camera Unit was detected, but it does not match the existing calibration.

What to do

- Run the MultiSport Calibration Utility to create a new calibration for the detected device.

“Failed to Initialize Cameras”

Generally, this is a timing issue where the software attempts to start before the cameras are fully ready.

What to do

- Select Try Again, if available, or restart the Calibration Utility.
- If the issue persists, power-cycle the device and retry.

“Swapping Cameras”

During calibration of a two-camera system, the Front and Rear camera designations are being changed. The cameras must be restarted and reinitialized to apply the change.

What to do:

- Wait while the cameras restart and reinitialize.
- Continue calibration once the process completes.

Errors: What They Mean

“Camera Failure”

The device was detected and initialized, but did not respond to the command to start.

What to do

- Restart the Calibration Utility.
- If the issue persists, power-cycle the device and try again.

“Two Cameras Detected”

The software detected two or more cameras, but calibration was started in single-camera mode.

What to do

- It's advisable that you calibrate for the device you have
- If you experience issues calibrating as a two-camera unit, you may choose to calibrate in single-camera mode.

“Cameras Failed to Restart”

During calibration of a two-camera system, the cameras must restart when swapping the Front and Rear designations.

What to do

- Wait a moment and try again.
- If the issue persists, restart the MultiSport Calibration Utility and continue calibration

Errors: What They Mean

“Device [STATUS]”

--Possible Status Notifications

- **Working**
Device is operating normally. No action required.
- **Initializing**
Device is connecting. Allow a moment to come online.
- **Rebooting**
Device is restarting. Wait briefly for it to initialize.
- **Disconnected**
The device is not connected to the PC. Wait a moment for the application to detect and initialize the cameras. If the problem continues, close the application, check all connections, power-cycle the device, and try again..
- **Error**
Generic or unknown issue. Close the application, check connections, power-cycle the device, and try again.
- **Frozen**
Device has stopped responding. Close the application, power-cycle the device, and try again.

Microphone

The following games support some limited hands-free interaction with a Microphone.

- Rally Baseball
- Soccer
- Dodgeball
- Hockey

Any connected Microphone should work.
It will obviously need access to the area of play.

The games will notify the user of the words used for play

TROUBLESHOOTING

- You can test the microphone levels inside the Settings Menu of the participating game (listed above)

If the microphone levels are too soft for the game

- SYSTEM > SOUND in Windows 11 will allow you to adjust the gain ("volume")

If the microphone is working in windows and other applications, but not in the ARCADE game.

- Select MICROPHONE PRIVACY SETTINGS in Windows 11 to ensure the games have access to the Microphone

If you have more than one microphone present in the system, you will need to select which microphone you wish you use.

- In Windows 11, this is done in SYSTEM > SOUND

If you are in a particularly loud or echoic environment, the microphone may have trouble picking up your voice. Ensure that you are speaking loudly and clearly at the tee position when making voice commands.

PL1

45.0s





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