



# *User manual*

[zenniz.com/support](http://zenniz.com/support)



## **Copyright ©2020 Zenniz (Courtius Ltd). All rights reserved.**

This user manual is intended for the owners and operators of Zenniz. It contains guidelines for the proper usage of the product. Information in this manual is subject to change without prior notice to product owners. For the latest product details and guidelines please visit the product website.

## **Trademarks**

Zenniz is a registered trademark of Zenniz (Courtius Ltd).

All other trademarks are the property of their respective owners.

## **Safety Information**

Read through carefully and understand all the safety information before installing or using the product. Follow the instructions in this manual and marked on Zenniz. Take careful notice of all warnings and safety-related instructions to install and use the product safely. Changes or modifications not expressly approved by the Zenniz Oy could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## **Zenniz support**

For a detailed video guide on how to install Zenniz, visit [zenniz.com/getstarted](http://zenniz.com/getstarted).

For any other issues, please visit [zenniz.com/support](http://zenniz.com/support).

## **Regulatory information**

European Union Directive on the Restriction of Hazardous Substances (RoHS) This Zenniz device complies with the following regulatory standards:

- RoHS
- EN55022
- EN55024
- IEC61000-3-2
- IEC61000-3-3
- IEC62471
- IEC60950-1:2005+A1:2009

For more compliance information, please provide Zenniz with the serial number of your Zenniz.

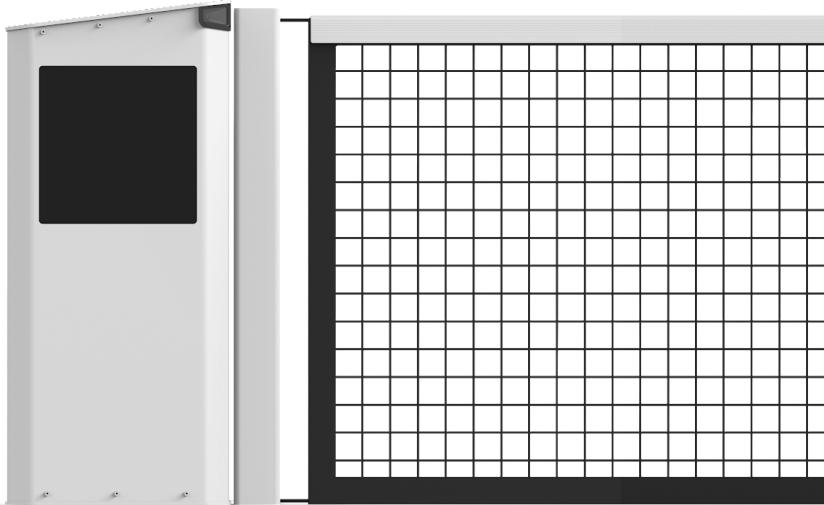
## **Disposal Guidelines**

Zenniz complies with the European RoHS -directive. Please consult local authorities and professionals when planning to dispose of Zenniz.

# Contents

<b><u>1. Zenniz Overview</u></b>	<b>6</b>
<b><u>2. Installing Zenniz</u></b>	<b>7</b>
2.1 What's in the box	7
2.2 Installing the device	7
2.3 Installing the audio sensors	8
2.4 Installing the baseline camera	9
2.5 Calibrating the device	9
<b><u>3. Using Zenniz</u></b>	<b>11</b>
<b><u>4. Maintenance and repairs</u></b>	<b>12</b>
<b><u>5. Troubleshooting</u></b>	<b>13</b>
<b><u>6. Safety warnings</u></b>	<b>14</b>
<b><u>7. Warranty policy</u></b>	<b>14</b>

# 1. Zenniz Overview



## What is Zenniz?

Zenniz makes any tennis court smart with the accurate ball and player tracking.

With Zenniz, players and coaches can get pro-level stats, automatic line calls, shot speeds, interactive drills, and video of their game.

## How does Zenniz work?

The Zenniz system works by tracking the ball and players using 30 sound sensors and two video cameras.

On the court, the system is used with the Zenniz device touchscreen. Players get feedback on scores, shot speeds, line calls, and drills on the LED screen.

Players can keep track of their games and drills with the Zenniz app available for iPhone and Android smartphones.

For more information, please visit [zenniz.com](http://zenniz.com).

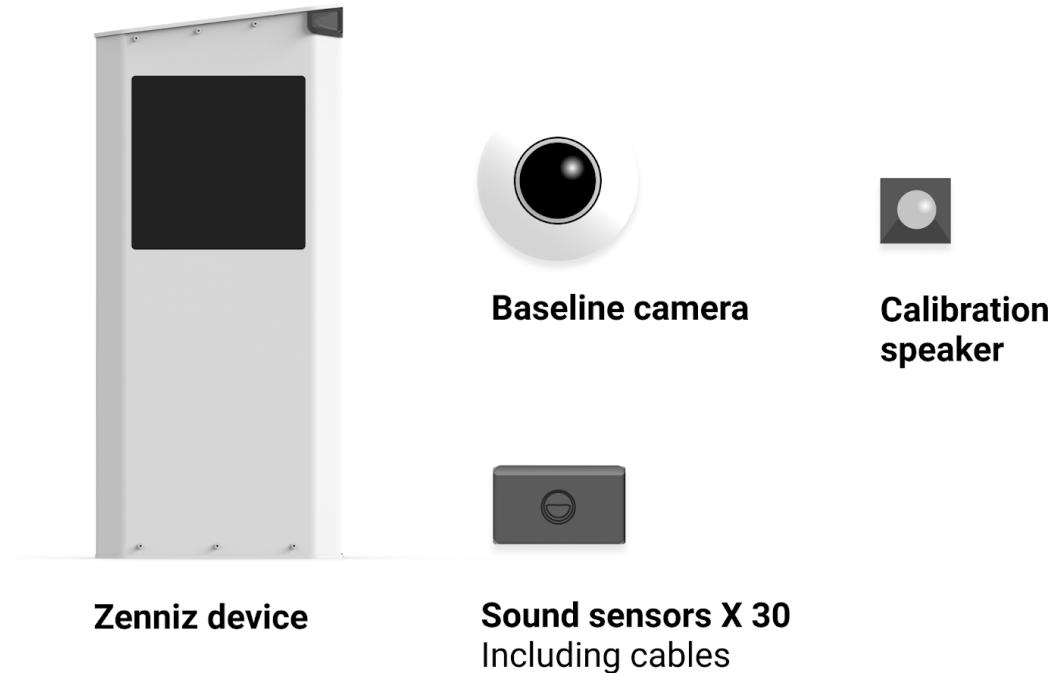
## 2. Installing Zenniz

Go to [zenniz.com/getstarted](http://zenniz.com/getstarted) for a video walkthrough of how to install Zenniz.

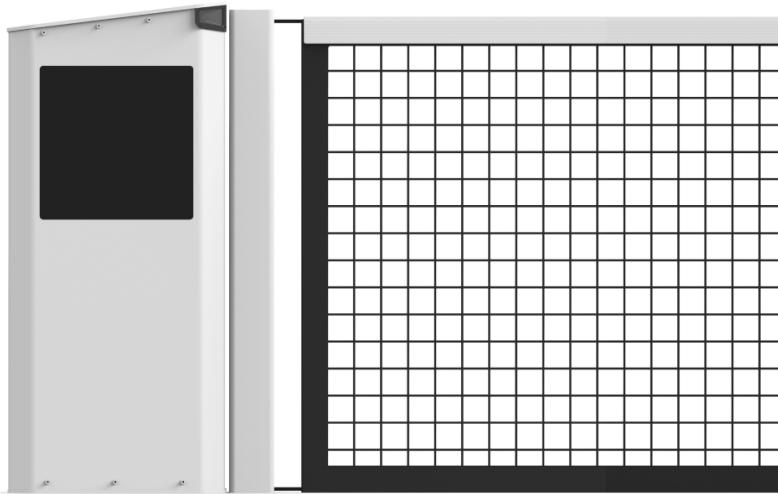
### 2.1 What's in the box

The Zenniz box includes:

- The Zenniz device with a power cord
- Two microphone cables with 30 sound sensors
- Speaker and cable for calibrating the device
- Two baseline cameras and connecting cables
- Fasteners



## 2.2 Installing the device



### **Place the Zenniz device as close to the net post as possible.**

Make sure the Zenniz cameras are towards the court and there is nothing obstructing them from the court.

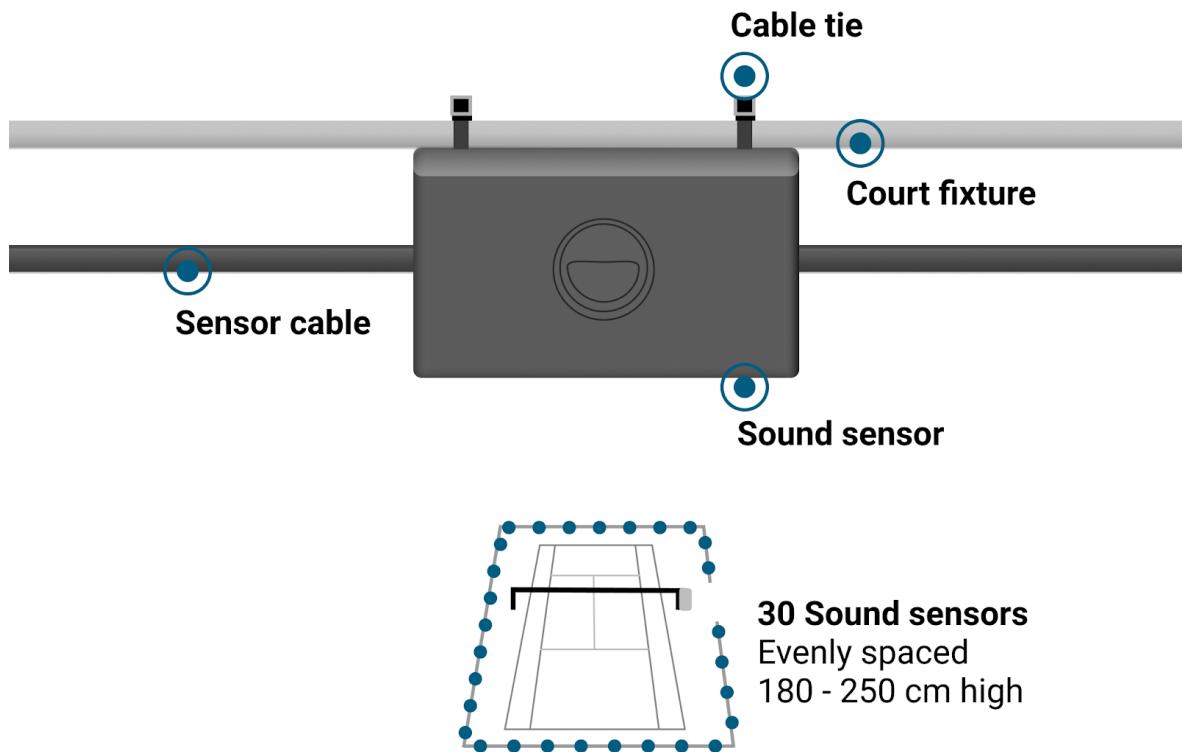
You can place the Zenniz device on either side of the net post. It's best to choose the side that has the best access to electricity and the most space for players to walk around.

Make sure the device sits securely on the court and that's there is nothing between the device and the court surface. For physical connection you need 1) detach bottom plate (6 screws) 2) fasten bottom plate securely on the court (4 screws) 3) attach body back to bottom plate.

### **It's also possible to position the device up to 1 meter from the net post.**

In this case, make sure the Zenniz cameras have a clear view of the court.

## 2.3 Installing the audio sensors



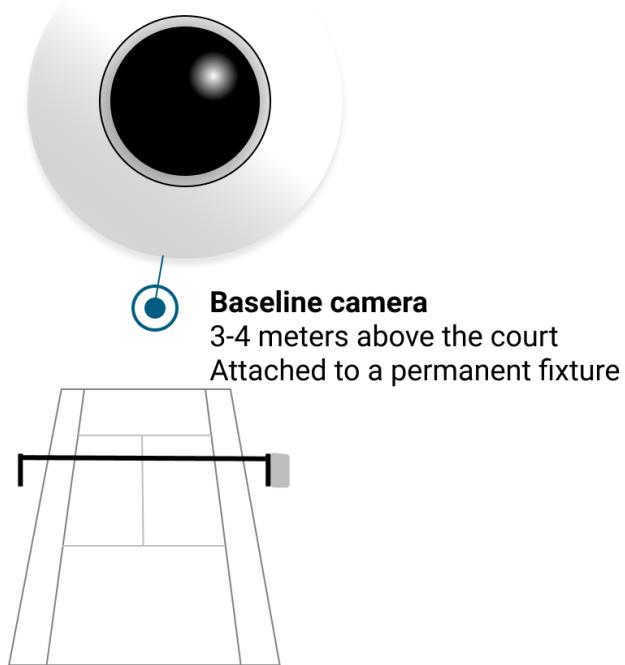
### Install the audio sensors around the court.

Install the audio sensors at roughly 180 - 250 cm height around the court. Attach the sensors to any permanent fixture (wall, fence, railing etc) surrounding the court. Make sure the connecting cable is not hanging loosely between the sensors.

If there are no permanent fixtures around the court, you can, for example, install a cable around the court to which you can install the sensors.

We recommend using the cable ties that come with Zenniz to attach the audio sensors.

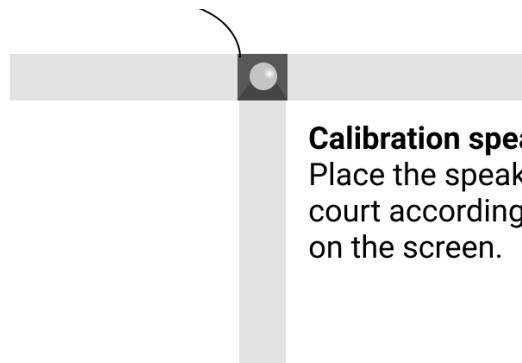
## 2.4 Installing the baseline cameras



**Install the baseline cameras behind both baselines.**

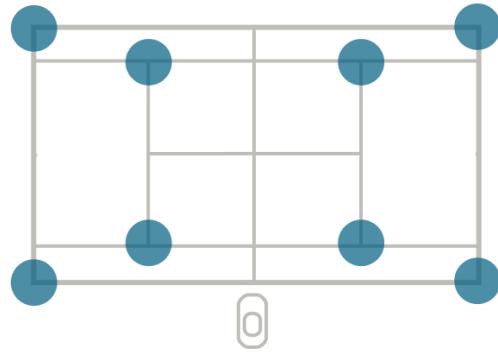
Attach the baseline camera securely to any permanent fixture behind the baseline.

## 2.5 Calibrating the device



### Calibration speaker

Place the speaker on corners of the court according to the instructions on the screen.

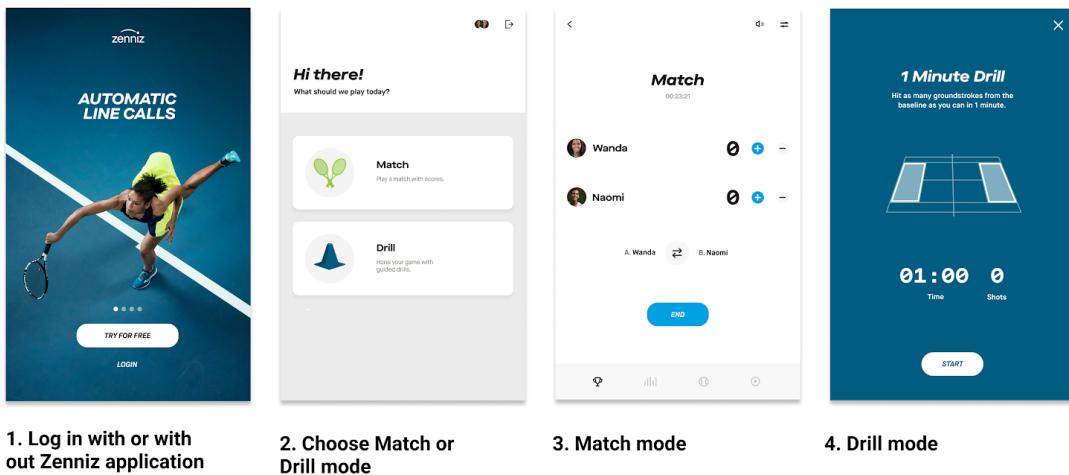


**Plug the Zenniz device into a power outlet to turn it on.**

Follow the on-screen instructions to calibrate the device and finish the installation.

In the calibration, the device will ask you to place a small speaker on different corners of the court to calibrate the audio sensors.

### 3. Using Zenniz



1. After installing and calibrating the device, turn Zenniz on by plugging it into a power source
2. You can use Zenniz by logging in with your Zenniz app (available on Apple and Android app stores) or by trying it without logging in. If you log in with the app, you are able to view stats and video from your sessions later.
3. After logging in, follow on-screen instructions to play a match using Zenniz or complete individual drills
4. In match mode, you can add scores for either player, see your stats, shot placements and video from your match. After the match, logged in players can see their stats and video from the Zenniz app
5. In drill mode, you can choose between several interactive drills (including Target Area serving and Free Serve). During the drill, you can see stats and feedback on the Zenniz LED-screen. After completing the drill

## 4. Maintenance and repairs

1. If you have any issues with Zenniz, please see chapter 5. Troubleshooting or visit [zenniz.com/support](http://zenniz.com/support).
2. If the device is malfunctioning and you are not able to troubleshoot it yourself, contact us at [support@zenniz.com](mailto:support@zenniz.com)
3. Only authorized Zenniz personnel and partners can make repairs to the Zenniz device
4. To maintain the device in the best possible condition, make sure to regularly:
  - Clean the touchscreen with a soft cloth
  - Make sure the Zenniz cameras are clean and have a clear view of the court

## 5. Troubleshooting

### **The Zenniz device screen is black and nothing is happening**

Make sure the device is plugged into a working power outlet.

### **There is no video from the baseline camera**

Make sure the camera is connected to a power outlet. Also, make sure the user has given permission to film video on the touchscreen.

### **Zenniz does not track shots accurately**

Make sure that:

- the Zenniz device and sensors have been installed and calibrated according to instructions
- nothing is obstructing the Zenniz cameras from seeing the court
- there is no excessive noise or movement on the court not related to tennis

## 6. Safety warnings

**Voltage:** 115/230V~50/60Hz.

**Power:** typical < 150W, max 500W

**To ensure user safety and proper functioning of Zenniz, make sure that you:**

- Do not allow anyone to intentionally hit, climb on, or tip over the Zenniz device. The Zenniz device is designed to withstand normal tennis playing, including stray balls striking the device.
- Do not touch or remove any of the internal components of Zenniz. The internal components of Zenniz can only be touched or repaired by a certified professional
- Do not remove the Zenniz touchscreen
- Do not install Zenniz in abnormally hot (over 35C or 95F) or cold conditions (under 10C or under 50F)
- Do not install Zenniz or touch the power cords in wet conditions

## 7. Warranty policy

### Definitions

- Authorized Reseller – A reseller authorized by Zenniz to sell the Products.
- Buyer – The first purchaser of a Product or Products from Zenniz or Authorized Reseller.
- Zenniz – Zenniz Ltd (Courtius Ltd). and its subsidiaries.
- Product or Products – Products manufactured by Zenniz, which are branded as Zenniz.

### General Terms and Conditions

1. The Products carry a limited warranty for a period of twentyfour (24) months, applicable from the date of delivery of the Products to the Buyer by Zenniz or by Authorized Reseller, as the case may be.
2. This limited warranty covers only the Products. It does not cover software or non-Zenniz branded products.
3. This warranty is valid only when Buyer either presents proof of purchase consisting of original invoice or sales slip indicating the date of purchase, model and serial number of this Product, or properly completes and presents the warranty card, indicating the date of purchase, the name of the Authorized Reseller, the model of this Product, and the serial number of this Product. Zenniz reserves the right to refuse warranty if this information has been removed, obliterated, or altered after the original purchase of this Product from Zenniz or the Authorized Reseller, where applicable. Buyer shall notify Zenniz in writing of the claimed defects and demonstrate to Zenniz's satisfaction that said defects are covered by this limited warranty.
4. Zenniz's obligations are limited to repair of the defect or replacement of the defective part or, at its option, replacement of this Product itself.

5. Only Zenniz Authorized Resellers may carry out warranty repairs. Warranty is void if any unauthorized service provider has attempted repair. Zenniz shall not be liable for reimbursements, claims, or damages that may result from any unauthorized repair of this Product.
6. Repair or replacement under the terms of this warranty does not provide Buyer a right to extend or renew the warranty period. Repair or direct replacement of this Product under the terms of this warranty may be fulfilled.
7. The warranty is only applicable to defects in material, design and workmanship of this Product.
8. By way of an example only, and not as a limitation, the warranty does not cover the following, unless specifically authorized in writing by Zenniz:
  - Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear;
  - Abuse or misuse, including but not limited to the failure to use the Product for its normal purposes or in accordance with Zenniz's instructions on usage and maintenance;
  - Any damage caused by the combination of this Product with other products;
  - Any damage resulting from the interaction of this Product with any software or hardware, including, but not limited to, loss or corruption of data;
  - Any damage caused to the Product by viruses or other types of malicious code, or malicious intrusion;
  - Failure or malfunction of this Product arising from incorrect or improper installation or use not consistent with the instructions and technical or safety standards prescribed in the user manual associated with this Product;
  - Accidents, acts of nature such as lightning, water, and fire, public disturbances, improper ventilation, voltage fluctuations, or any other cause beyond the reasonable control of Zenniz;
  - Unauthorized modifications of this Product for the purpose of complying with local or international technical standards in countries for which this Product was not originally designed or intended;
  - Any of the seals on this Product's enclosure or parts are broken or show evidence of tampering;
  - Defects caused to this Product by improper use as determined by Zenniz;
  - Modification or alteration of any nature that is made in the electrical circuitry/ or physical construction of this Product;

- Installation/repair work on this Product that is carried out by persons/agency other than those authorized by Zenniz;
- Site (premises where this Product is kept) conditions that do not conform to the recommended operating conditions of this Product;
- Defects occurring while this Product is in transit;
- Damage to and/or removal of the protective glass/plastic of this Product after Buyer has received this Product; or
- When this Product is leased, rented, loaned, or given as promotion, either by Zenniz or by Buyer.

9. This warranty does not affect either the consumers' statutory rights or the consumers' rights against the Authorized Reseller related to their purchase/sales agreement.

10. This warranty is not transferable or assignable. This warranty will be Buyer's sole and exclusive remedy and neither Zenniz nor its Authorized Resellers shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this Product.

DISCLAIMER: Zenniz shall not be liable for the loss of any saved/stored data in Products that are either repaired or replaced.

11. This warranty is exclusive. The sole and exclusive obligation of Zenniz is to repair or replace the defective Product in the manner and for the period provided above. Zenniz shall not have any other obligation with respect to this Product or any part thereof, whether based on contract, tort, and strict liability or otherwise. Under no circumstances, whether based on this limited warranty or otherwise, shall Zenniz be liable for incidental, special or consequential damages.

12. Oral or written statements made by Zenniz's employees or representatives DO NOT CONSTITUTE WARRANTIES, and shall not be relied upon by Buyer, and are not a part of the contract for sale or this limited warranty.

The above policies are for Product warranty service and Buyer will be responsible for any costs associated with non-warranty conditions. Zenniz reserves the right to make final decisions regarding problem determination and the appropriate service option. Replacement units assume the remaining warranty of the original Product.

### **Limited Warranty Statement for Zenniz Products**

1. Only Zenniz Authorized Resellers may carry out repairs or replacements.
2. In the event of repairs/replacement of any part/s of this Product, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time

taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.

3. Zenniz or an Authorized Reseller reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect detected in this Product during the warranty period.

4. Buyer must communicate any change of address to either Zenniz or concerned Authorized Reseller in writing for the continuation of warranty.

5. Warranty for the unexpired period shall continue after this Product is inspected by either Zenniz or the concerned Authorized Reseller, as the case may be, and found free from transit damage.

6. In case of any transit damage, this Product shall be repaired and the repair shall be invoiced by either Zenniz or the Authorized Reseller in question, as the case may be, and warranty for the unexpired period shall continue.

7. The warranty does not cover the use of the Product(s) for demonstration purposes.

8. The warranty does not cover accessories external to this Product.

The Authorized Reseller with whom this Product is registered for warranty service, or Zenniz, where applicable, will instruct Buyer as to whether to effect the warranty service on site at Buyer's premises or at the premises of either Authorized Reseller or Zenniz. If warranty service is effected at the premises of either Authorized Reseller or Zenniz, warranty service shall be carried out on a "Carry In" basis, wherein Buyer shall, based on the instructions it has received, bring this Product to either Authorized Reseller or Zenniz. If warranty service is effected at Buyer's premises, Buyer shall pay a visiting charge, including all travel costs such as flights and other transportation, accommodation, daily travel expense allowances and other travel-related costs related to warranty service, as applicable. The warranty does not cover cost of transportation of a Product from place of installation to Zenniz or the Authorized Reseller, as the case may be.

### **Disclaimer**

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON ZENNIZ. ZENNIZ SHALL NOT BE LIABLE FOR LOSS OF REVENUE, PROFITS, OR DATA, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF ZENNIZ HAS BEEN ADVISED OF THE POSSIBILITY

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