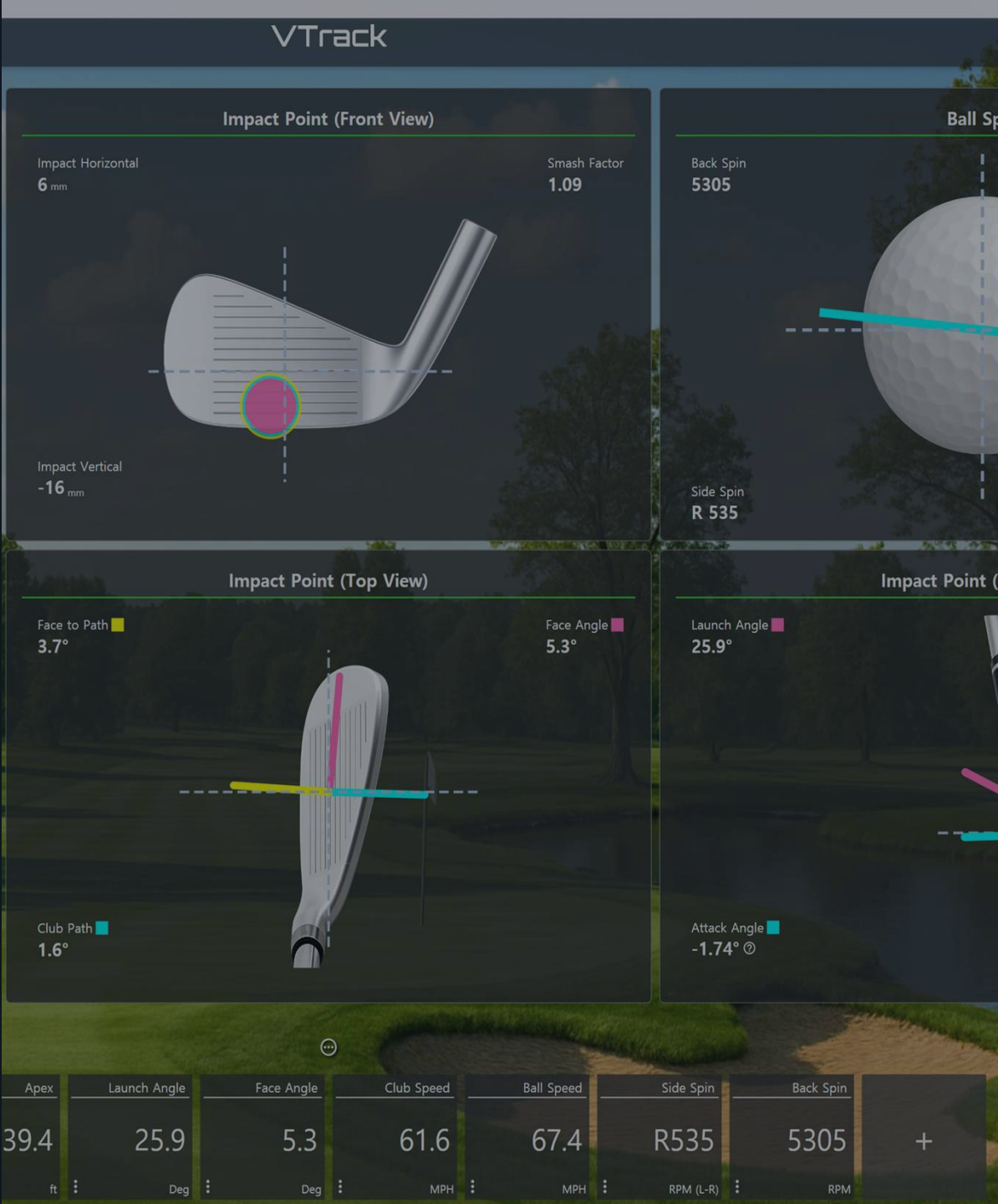


How to Report an Issue

A step-by-step walkthrough of the Report Issue wizard in VTrack Toolkit — what to fill in, which shot logs to attach, and how to check the report before you send it.

VTrack Toolkit 2.4.3



1

Open the Report Issue form

The entry point sits in the menu on the right edge of the main screen.

- Launch VTrack Toolkit(2.4.3) and look at the menu column on the right side.
- Click Report Issue
- The report wizard opens as a guided form. Nothing is sent until you press submit on the final screen, so you can close it at any point.



VTrack Toolkit main screen

-
- The screenshot shows a vertical menu on the right side of the application. The 'Report Issue' option is highlighted with a red rectangular border.
- About
 - Licenses
 - Release Notes
 - Report Issue**
 - Check Updates

Right-side menu

2

Choose the issue type

Decide whether your shots are being measured wrongly, or not measured at all.

Data Issue

Shots are detected, but the numbers look wrong — spin, ball speed, distance, club data, or transfer to the simulator.

Non-Data Issue

Shots do not register at all — camera not recognised, calibration failure, connection error, or physical damage.

The screenshot shows a 'Report Issue' dialog box with a dark blue header bar containing an exclamation mark icon, the text 'Report Issue', and a close button (X). Below the header, a progress bar indicates 'STEP 1'. The main content area is titled 'What type of issue?' and includes a sub-instruction: 'First, determine whether the issue is with shot data or with the hardware/connection itself.' There are two selectable options, each with an icon and a description:

- Data Issue** (Bar chart icon): Shots are detected but data seems wrong (spin, speed, distance, club data, simulator transfer, etc.)
- Non-Data Issue** (Wrench icon): Shots don't register / hardware problem (camera not recognized, calibration fail, connection error, physical damage)

At the bottom left of the dialog, the text '1.6°' is visible.

3

Fill in the equipment info

Every field marked with an asterisk is required before you can continue.

VTrack Serial Number

Filled in automatically from the connected unit — just confirm it matches your device. If this field is blank, that's fine: the serial number is optional, and you can still submit the report.

Simulator Software *

The software receiving the data, for example GSPro, E6, Driving Range.

Ball Brand / Model *

The exact ball you hit for these shots — not the brand you normally play.

Club (affected) *

The club that showed the problem. Use one report per club.

Club Brand / Model

Free text, for example Ping G440 or TaylorMade Qi35 9.5.

Your Email *

Where the reply will be sent. Check the spelling before moving on.

Report Issue [Close]

STEP 2 / 5 — EQUIPMENT

Equipment Info
Please fill in all fields.

VTrack Serial Number	Simulator Software *
Se25000CF10	GSPro
Ball Brand / Model *	Club (affected) *
Titleist Pro V1	Driver
Club Brand / Model	
Ping G440	
Your Email *	
laon@gmail.com	

Please enter a valid email address where you'd like to receive a reply.

Back **Next: Select Issue**

Example of a completed Equipment Info screen

4

Select the symptom

Pick the single option that best describes what you saw on screen.

Spin data incorrect

Backspin, sidespin, spin axis or total spin abnormal — or reading zero.

Ball speed / Launch angle / Distance off

Carry too short or too long, unrealistic speed, smash factor wrong.

Club data incorrect

Face angle, attack angle, club speed or impact point.

Simulator connection / data mismatch

Simulator not receiving data, values differ between screens, freezes.

Misread / Intermittent detection failure

Data appears, but with occasional missed shots or ghost shots.

Other data issue

Anything the categories above do not cover.

Report Issue

STEP 3 / 5 — ISSUE TYPE

What data seems wrong?
Select the primary symptom.

A **Spin data incorrect**
Backspin/sidespin/spin axis/total spin values abnormal or 0 Spin

B **Ball speed / Launch angle / Distance off**
Carry too short/long, unrealistic speed, smash factor wrong Speed

C **Club data incorrect**
Face angle, attack angle, club speed, impact point Club

D **Simulator connection / data mismatch**
GSPro not receiving data, values differ, freezes Sim

E **Misread / Intermittent detection failure**
Data appears but occasional detection failures, ghost shots Detect

F **Other data issue**
Issues not covered above Other

Back

5

Attach the shot log

The log files are what let engineering reproduce your numbers.

- The easiest way is the Browse Folder button - it opens the shot-data location for you, so you don't have to find it by hand. (Drag-and-drop and Browse Files also work.)
- Accepted formats: ZIP archives, shot data folders, logs (.plog, .txt, .log) and images (.bmp, .png, .jpg).
- Maximum total upload is 100 MB across all source files. A few well-chosen folders are more useful than everything you have.

Report Issue [X]

STEP 4 / 5 — SHOT DATA & DETAILS

Load Shot Log
Load the log file from the shot folder. Data will be auto-populated.

Drag & drop files / folders, or click below *

Accepts ZIP, shot data folder, logs (.plog/.txt/.log), images (.bmp/.png/.jpg)
Maximum upload size: 100 MB (sum of source files)

Issue Frequency: How do you know it's wrong?:

Expected Value (what should it be?)
e.g. PW backspin ~7000 RPM, driver carry 230yd
From another launch monitor, fitting data, or previous VTrack version

Additional Notes (optional)
Any other details...

0 / 1000

6

Which folders to send

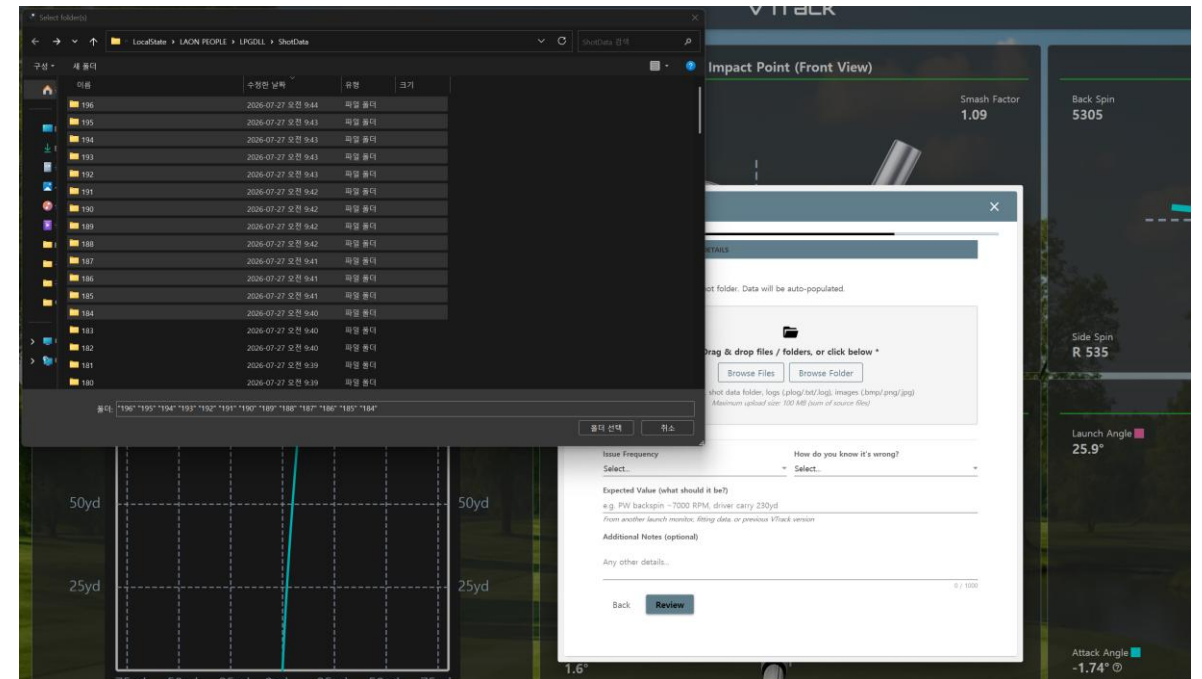
Shot folders are numbered in the order they were recorded.

FOLDER LOCATION

Use the Browse Folder button from the previous step — it opens this folder directly. You normally won't need to navigate here manually (it sits deep inside the app's protected storage). Manual path, for reference:

...\LocalState\LAON PEOPLE\LPGDLL\ShotData\

- Each numbered folder holds one shot. A higher number means a more recent shot.
- Select several at once: click the first folder, then Shift-click the last, or drag a selection box across them.
- Work backwards from the most recent problem shots — newest first is the recommended order.
- Roughly 10 to 15 shot folders is usually enough to show a pattern while staying under the size limit.



Multiple shot folders selected, ready to drag onto the upload area

7 Describe the problem

Four fields turn a screenshot into something that can be diagnosed.

Issue Frequency

How often it happens — every shot, most shots (70-90%), occasionally, or a single occurrence.

How do you know it's wrong?

Your point of comparison: another launch monitor, fitting data, or a previous VTrack version.

Expected Value

The number you expected, with units. For example: PW backspin ~ 7000 RPM.

Additional Notes

Anything else that might matter — mat or turf, indoor or outdoor, lighting, unit placement. Up to 1,000 characters.

Report Issue

196 (65 files)	X
195 (65 files)	X
194 (65 files)	X
193 (65 files)	X
192 (65 files)	X
191 (65 files)	X
190 (65 files)	X
189 (3 files)	X
188 (1 files)	X
187 (1 files)	X
186 (1 files)	X
185 (1 files)	X
184 (1 files)	X

Issue Frequency: Most shots (70-90%)

How do you know it's wrong?: Previous VTrack version was correct

Expected Value (what should it be?): PW backspin ~ 7000 RPM

From another launch monitor, fitting data, or previous VTrack version

Additional Notes (optional): Test report

12 / 1000

Back Review

Attached folders listed above the detail fields

8

Review and submit

The summary screen is your last chance to catch a mistake.

Check each line before you send:

- Category matches the problem — Data Issue or Non-Data Issue.
- Simulator software, ball and club are all correct. (The serial number is optional - a blank serial is OK.)
- Email address is spelled correctly; this is where the reply goes.
- Frequency, comparison source and expected value are filled in.
- Shot data shows the number of files you meant to attach.

AFTER SUBMITTING

You will receive a reply at the address entered in Equipment Info.

Report Issue [Close]

STEP 5 / 5 — REVIEW

Report Summary
Review the report before submitting.

TYPE	
Category	Data Issue

EQUIPMENT	
Serial	Se250000CF10
Simulator	GSPro
Ball	Titleist Pro V1
Club	Driver
Email	laon@gmail.com

DETAILS	
Frequency	Most shots (70-90%)
Comparison	Previous VTrack version was correct
Expected	PW backspin ~ 7000 RPM

SHOT DATA	
463 file(s) attached	

Back **Send Report**

Reports That Get Resolved Fastest

Four habits that shorten the round trip between you and engineering.

1 One club, one symptom

Separate reports are far easier to diagnose than a single report describing five different problems.

2 Numbers, not adjectives

“Driver carry: 230 yd expected, 195 yd shown” tells us more than “distance is too short”.

3 Fresh logs

Send shots from the session where the problem appeared, not from a session weeks earlier.

4 Say what changed

New firmware, a different ball, the unit moved, the lighting changed — mention it, even if it seems unrelated.