

INSTRUCTION MANUAL

TRACKER™

Functional Testing System



JTECH·MEDICAL
MEASURING HUMAN PERFORMANCE

Table of Contents

Hardware Setup.....	1
Registration and Site Key.....	2
Factory Calibration	4
Customer Support	5
Product Return Policy.....	5
Repair Policy	5
Hardware Warranty	6

TRACKER™

Functional Testing System

With

TRACKER™

VERSION 5 SOFTWARE



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Tracker is a trademark of JTECH Medical. Microsoft, Word and Windows are registered trademarks of Microsoft Corporation. VELCRO® is a registered trademark of Velcro Industries B. V.

CaviWipes is a registered trademark of Metrex Research. Polar T31 non-coded transmitter is a product and trademark of Polar Electro Inc. Part Number MN003_E

This brief manual will help you through the setup of your new Tracker Functional Testing System. For information on using Tracker Version 5 Software, refer to the software user guide included with your system.

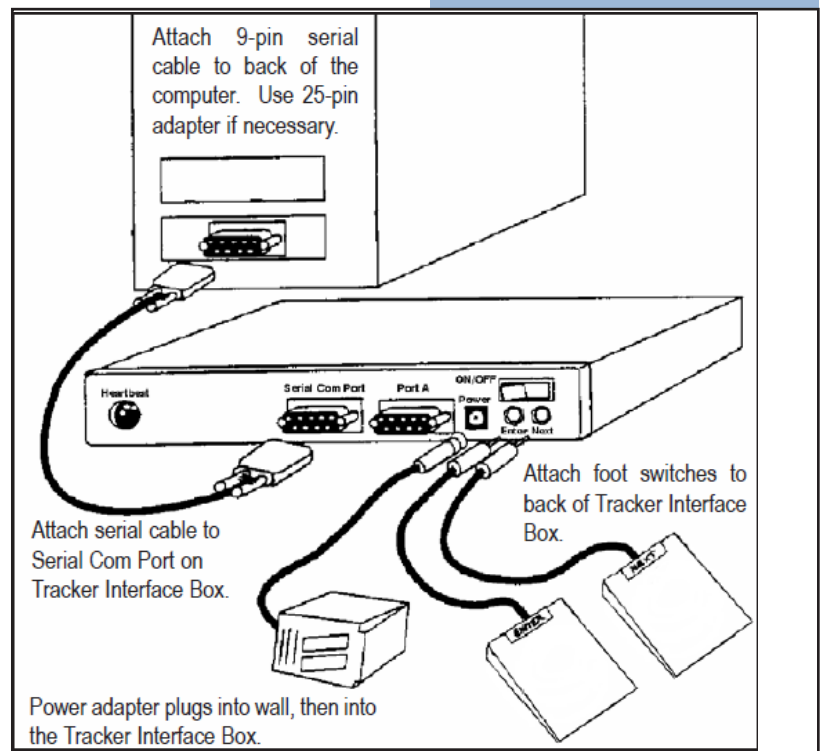
To begin the hardware setup of your system, complete the following:

Note: If you are using a USB adapter, follow the manufacturer’s instructions for installing the device. Then complete the following setup instructions.

Warning: Make sure the Tracker Interface Box is not connected to an electrical outlet while performing steps 1-5!

1. Connect the female end of the 9-pin serial cable to a serial COM port on your computer. If your computer’s serial COM port is a 25-pin jack, use the 25-pin female to 9-pin male converter included with your system.
2. On the back of the Tracker Interface Box, connect the male end of the serial cable to the port marked “Serial Com Port.” (See illustration.)
3. Connect the cables to your instruments. Tracker Inclinerometers have RJ-11, “telephone-type,” jacks on both ends of the cables.
4. Connect the instrument cables to the appropriate ports on the front of the Tracker Interface Box. Make sure the cable from the inclinometer marked Primary is plugged into the Primary port on the Tracker Interface Box. The Secondary Inclinometer must be plugged into the Secondary port on the Tracker Interface Box.
5. Plug the foot switches into the back of the Tracker Interface Box.
Be sure the connections match the foot switch labels.
6. Plug the power supply into an outlet and connect it to the back of the Tracker Interface Box.
7. Turn on the Tracker Interface Box with the switch on the back of the box and the green light on the front of the box should come on.

Important Notice: Always turn the Tracker Interface Box off when plugging in or unplugging instruments.





Installing Tracker Version 5 Software

To install your Tracker Version 5 Software, see Chapter 1 of the Tracker Version 5 Software Manual

Notice: To open and run Tracker Version 5 Software requires a site key, which is only issued for legally purchased and registered systems. Please call JTECH Medical Customer Service to install and register your Tracker Version 5 Software.

Factory Calibration

i Note: For information on recommended annual factory recalibration, contact JTECH Customer Service at 1-800-985-8324, ext. 4 or service@jtechmedical.com

Product Registration

Please register your Tracker System as soon as possible. Your registration ensures that you have easy access to JTECH Medical Customer Service and Support. Software registration is required to receive your site key, which is necessary to run the software.

To register your system, contact JTECH Medical Customer Service at **(800) 985-8324 or (385) 695-5000.**

Product Return Policy

- No software returns will be allowed after the seal on the software package is broken.
- New hardware may only be returned for credit within 15 days of receipt. No cash refunds will be issued.
- No returns of used or purchased demonstration inventory will be accepted.

Hardware items returned for credit within 15 days will be subject to a 20% restocking fee, provided the items are in new condition and in the original packaging. If items require refurbishing or repair, the cost of service or repair will be deducted from the amount of credit. A Return Material Authorization (RMA) number must be obtained from JTECH Customer Service prior to returning any merchandise. When phoning or writing for an authorization number to return merchandise, please provide the Customer Service Department with:

Your name or customer number as it appears on the invoice or packing slip.

Your telephone number and person to contact.

Your P.O. number if applicable.

The part or catalog number(s) and description.

The reason for the return.

JTECH reserves the right to refuse or to return-collect any merchandise sent back without prior authorization from our Customer Service Department.

Authorized returns must be shipped pre-paid to:

JTECH Medical

7633 Main Street

Midvale, UT 84047

ATTN.: RMA# (insert number)

Shipping charges will be reimbursed if the return was due to JTECH's error. When returning merchandise, please include a copy of your original invoice or packing slip to ensure prompt issuing of credit.





Repair Policy

1. Contact JTECH Medical Customer Service to describe the problem and receive a Return Material Authorization (RMA) number. Return the Tracker component (including all accessories) postage paid and insured to JTECH Medical. JTECH Medical is not responsible for loss or damage during shipping.
2. Submit original date and proof of purchase.
3. Include a brief explanation of the problem.

Important Notice: JTECH will not accept any products without a JTECH issued RMA number.

Customer Support

JTECH Medical provides customer support for all the products we sell. You may register up to three individuals from your office to serve as eligible customer support contacts anytime during your support agreement.

The three contacts are registered for the life of your support agreement and support will only be available to the registered individuals from your office.

Support Policies

Software

Refer to your Tracker 5 Software manual for information on software support policies .

Hardware

- a. Your hardware is shipped with a one-year warranty (Please refer to warranty section).
- b. After the initial one-year time period, you will be charged for any hardware issues (repair, replacement, shipping, etc.) .
- c. You can buy extended warranties for your Tracker hardware. Please contact JTECH Medical Customer Service for more information.

When calling for support

1. If your question deals with software usage, refer to the software user's manual first. The manual was written to acquaint you with the software and explains how to use the program. Please read through this documentation carefully.
2. Refer to the troubleshooting section in your documentation. Many software and hardware issues can be resolved by referring to this section.
3. If you are unable to solve your problem using the documentation, please have a registered support contact call JTECH Medical Customer Support at 1-800-985-8324 or 1-(385) 695-5000.

What you need when calling for support

1. Name of clinic and support contact
2. Customer number
3. Product name or type and date of purchase
4. Product serial number
5. Software version
6. Computer specifications
7. Description of the problem





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■ **Hardware One-Year Limited Warranty**

■ Tracker Hardware is designed to perform reliably and provide long lasting service. Should the product fail to work properly within one year from the date of purchase, JTECH will, at its option, repair or replace the product with a new or reconditioned unit at no charge.

■ In view of the varied conditions in which the equipment will be used, it is sold "as is" and JTECH's responsibility does not go beyond the terms set forth above. JTECH will not be responsible for medical expenses or any direct, incidental, or consequential damages arising from the use of this product.

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