HANDBOOK
HEAD TENNIS SENSOR

POWERED BY
ZEPP

HEAD.COM/SENSOR
Dear Head Tennis Sensor user,

The following pages will show you what the HEAD Tennis Sensor can do, what it can be used for and how you can use it together with the HEAD Tennis Sensor app.

This handbook will give you a wide range of solutions for most problems you may encounter when using the Sensor.

If you have any questions or suggestions about the HEAD Tennis Sensor, please get in touch with us.

Your HEAD Sensor Team
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1 KEY FACTS ABOUT THE SENSOR

1.1 Three factors that make the Sensor unique

These three special modes set the HEAD Tennis Sensor apart from previous models and make it a unique product.

1. SPEC NEUTRAL

No changes in terms of specifications (weight/balance/swingweight).

2. EXCHANGEABLE

Easy to change between one racquet and the next, even between racquets from different generations.

3. INTEGRATED

Does not change the external appearance of the racquet.
1.2 Sensor technology

The following image gives you an overview of the HEAD Tennis Sensor technology.

1.3 Compatible HEAD racquet models

Scan the QR code below with your smartphone to check out the compatible HEAD racquet models.
2 THE SENSOR PACKAGE - PARTS INCLUDED

3 DOWNLOAD APP

Download the free app on your mobile device from the Apple Store (iOS) or from the Google Play Store (Android).

Search for the ‘HEAD Tennis Sensor’ app.
4 LOGIN

There are three possibilities to login:

1. Create a new account.
   To do this, enter a valid email address first.
   Then enter your full name and a password.

Finally, agree to the privacy guidelines from HEAD and click on ‘SIGN UP’.

Following successful registration, you will get a confirmation email, to complete the registration process. Click on the confirmation link in your email to activate your account.

Welcome to HEAD!  

HEAD Accounts <noreply@head.com>  
am mich  

Dear racketrebels@gmail.com,

Welcome to HEAD.

You registered with the following email:
racketrebels@gmail.com

To finish activating your account - please visit https://accounts.head.com/register/confirm/SdfSdT7nADkwy9PcEmi4_BAhYd96NES-ObFVofsJMyv:

This link can only be used once to validate your account.

Regards,
Your HEAD Team
2. Login using your Facebook account.

3. If you already have an active account for the Sensor, click on ‘LOG IN’ and enter your valid login data.

5 FITTING THE SENSOR TO RACQUETS

To integrate the Sensor into your selected racquet, complete the following steps:

1. Using the installation tool included, remove the integrated end cap of your racquet.

2. Remove the protective cover from your HEAD Tennis Sensor.

3. Replace the end cap of your racquet with the Sensor.

4. Press the Sensor with both fingers with some light pressure into the end of the racquet until you hear a ‘click’.
6 CHARGING THE SENSOR

Attach the Sensor with the included magnetic charging cable.

If you notice any resistance, simply turn the Sensor 180° or until the Sensor connects to the correct part of the charging cable.

An orange flashing light shows that the Sensor is charging.

We advise you to charge the Sensor until the LED display shows a continuous green light.

The colors of the LED display show the battery level of the Sensor.

It is also recommended to charge the HEAD Tennis Sensor before every session.

Charging takes around 1.5 hours

7 SWITCHING THE SENSOR ON AND OFF

To turn on the Sensor, move your racquet quickly up and down. Then hold down your racquet vertically for half a second. If the Sensor is on and ready, the LED display should light up.

**Good to know:**
It is not always necessary to turn the HEAD Tennis Sensor on and off yourself. As soon as you start hitting balls, the Sensor turns itself on. Once the Sensor has been inactive for 10–20 minutes it turns itself off automatically.

<table>
<thead>
<tr>
<th>LED Display on Sensor</th>
<th>Battery level</th>
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<tbody>
<tr>
<td>Green</td>
<td>&gt; 75%</td>
</tr>
<tr>
<td>Orange</td>
<td>75%–25%</td>
</tr>
<tr>
<td>Red</td>
<td>&lt; 25%</td>
</tr>
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</table>

**App view**

- **Activate your Sensor**: Shake your racquet rapidly, then hold the racquet vertically upside down until the LED illuminates.
- **Connect Sensor**: Move your racquet from side to side.
8 PAIRING THE SENSOR IN THE APP

Please be aware that the pairing of your HEAD Tennis Sensor is carried out entirely in the app. The Sensor should not be paired via the Bluetooth menu of your smartphone/tablet. The new user interface of the Sensor is controlled via the app.

Therefore, if you try to connect the new Sensor via the Bluetooth settings of your device, it will either not be displayed or it will be unable to pair since the app user interface regulates the pairing to the Sensor itself.

8.1 Connecting the Sensor and app for the first time

To connect your HEAD Tennis Sensor, ensure that Bluetooth is activated on your mobile device from the settings menu.

Once Bluetooth has been activated via the settings on your device, go back to the HEAD Tennis Sensor app. The available Sensor should now be displayed in the Sensor list.

By clicking on the displayed Sensor, you can pair it to the app.
8.2 Repeating the connection between the Sensor and app

To connect your HEAD Tennis Sensor, ensure that Bluetooth is activated in the settings menu of your mobile device (see Point 8.1) and then log in to your HEAD Tennis Sensor App.

Once you have logged in, follow these steps:

1. Click on the gray racquet symbol in the top right of the start screen.
2. Then click on the ‘Tap to connect Sensor’ button.
3. Click on the displayed Sensor in the list of available Sensors (in this case: HEAD-287).

Once steps 1-3 have been completed successfully, the Sensor should be paired to the HEAD Tennis Sensor app.
9 ADD HEAD RACQUET IN THE APP

9.1 Add first racquet in the app

If you haven’t yet added a racquet to the HEAD Tennis Sensor App, you will see the following in the app:

You can add your selected racquet by scanning the QR code on it.
Otherwise you can also add the selected racquet by entering the details manually.

Your Sensor is now successfully paired with the racquet you selected (in this case: Graphene 360 Radical MP).

In addition to this, in the ‘RACQUET & SENSOR’ view, you can always see the Sensor’s battery level.
9.2 Add additional racquets

You have the option of adding multiple HEAD racquets into the app or pairing them with your Sensor.

**To do this, follow these steps:**
1. Click on the green racquet button in the top right of the start screen
2. On the top right, click on the gray rotating racquet in the ‘RACQUET & SENSOR’ view
3. Then click on the ‘…’ symbol in the top right of the ‘MY RACQUETS’ view
4. Add your chosen racquet by clicking on ‘ADD NEW RACQUET’

**NOTE:**
Green means a HEAD racquet and an active Sensor are successfully paired
10 PROFILE

10.1 Setting up your first profile

When you use the app for the first time, it will ask you to complete your profile. You can now enter your personal information regarding playing hand, height and weight.
10.2 Editing a profile

Click on the person symbol in the bottom right of the menu list to access your profile.

Here you can see your entire HEAD Tennis Sensor history as well as your personal best performance.

Additionally, you can edit your profile by clicking on the gear symbol.

Under ‘My Account’ you can now edit your personalized player profile including your first and last name, gender, playing hand, height, weight and profile picture.

Furthermore, in the ‘SETTINGS’ option of the app you can select the following:

- Edit the ‘RACQUET & SENSOR’ connection
- Choose between metric (centimeter, meter, etc.) or imperial (inches, yards, etc.) units
- Contact us and FAQs
- Send us feedback
- Read the terms of use

If you would like to log out of your account, you can do so by clicking on ‘LOG OUT’.
11 MODES

The HEAD Tennis Sensor app has four modes which are automatically displayed when opening the app.

<table>
<thead>
<tr>
<th>PLAY</th>
<th>TRAIN</th>
<th>COMPETE</th>
<th>PRACTICE SERVE</th>
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<td>![Mode 1 Image]</td>
<td>![Mode 2 Image]</td>
<td>![Mode 3 Image]</td>
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11.1 Mode: PLAY

The ‘PLAY’ mode was developed for you to use in various scenarios on the tennis court.

Whether you are warming up for a match, working with your coach on a training session, playing a relaxing game with friends or simply getting to know your new HEAD Tennis Sensor: the ‘PLAY’ mode can help you to measure with incredible precision every single stroke including the number of forehands, backhands, slices and volleys.

The HEAD Tennis Sensor gives you every detail such as your maximum ball speed, the spin or the sweetspot.

Your complete session is logged and you get a full report about your performance.

Please ensure before using the ‘PLAY’ mode, that your Sensor is paired with your iOS/Android device (see Point 8) and that the small racquet symbol in the top right is green.
Now click on the ‘PLAY’ button.

You are now taken to a window in which you can start your WARM UP program.

Once you begin hitting balls, the app will automatically show you your last stroke.

The sensor records your individual strokes already in the warm-up phase.
By pressing on the large parameter you can select another parameter that you would like to concentrate on.

You are now taken to the ‘PLAY TRACKING’ screen and can get started.

You can put your cellphone away during the entire session. Your HEAD Tennis Sensor will register up to 3,800 strokes before synchronizing with your cellphone.

When you want to end the warm-up program and go to ‘PLAY’ mode and keep a report of the session, click on the ‘START A SESSION’ button.
GOOD TO KNOW:
During a ‘PLAY’ session, you can tap the large parameter BRIEFLY to enter the Focus screen. In this screen you can see the progress of this parameter during the session.

By clicking on the small INFO symbol, you can read the definition of your newly chosen parameter again (in this case: ball speed).

You can also change the parameter shown during the current session by holding the large parameter somewhat LONGER and selecting a new parameter. You can also see the progress of your newly chosen parameter in the session, as well as display the definition.
If you would like to see your Session Report before the end of the session, click on the Preview button next to the red Stop button.

To end the session, click on the red Stop button and select the option END SESSION. Please ensure that your Sensor is paired before ending the session in order to avoid any data loss!
Once you have ended the session your SESSION REPORT will be displayed. By clicking on STROKE DETAILS, you can see the different strokes and variations from your session.

Furthermore, by clicking on the ‘…’ button in the top right, you can rename your session or remove it entirely from your history.

If you would like to review your session at a later period in time, you can do this at any time by clicking on the middle history button in your menu list (provided you have not deleted the session).
11.2 Mode: TRAIN

Do you want to improve your game?

In ‘TRAIN’ mode you can improve your game with an ever-growing database of drills created by HEAD coaches.

The TRAIN mode will therefore help you to make that jump to the next level.

Click on the ‘TRAIN’ button.

From here you can select ‘RECOMMENDED COURSES’ and click through the highlight videos.

In addition, you can search for a specific training video by clicking on the three lines on the upper right, and then selecting your desired drill from ‘ALL COURSES’.
If you like a video, you can download it and add it to your favorites by clicking on ‘ADD TO MY EXERCISES’.

11.3 Mode: COMPETE

Training finished? Then find an opponent! Add up to four HEAD Tennis Sensors to a mobile device and compare your data after the match with that of your teammate/opponent.

To use the mode, ensure that the Sensor is paired (see Point 8).

Click on the ‘COMPETE’ button.
You can choose between a doubles or singles match.

Furthermore, by clicking on the Match symbol in the top right, you can choose between a three or five-set match or a tie break.
11.4 Mode: PRACTICE SERVE

A good serve is the best way to win a point.

With the HEAD Tennis Sensor you can analyze your serve. See how you move the racquet and when you are hitting the ball in order to perfect one of the most important strokes in the game.

In order to measure your serve in 'PRACTICE SERVE' mode, ensure that the Sensor is paired (see Point 8).

Click on the 'PRACTICE SERVE' button.

Now it's time to get started: take a serve with your racquet.

The 3D animation shows you your stroke movement as well as where you hit the ball.

Click on 'DASHBOARD' to see all the parameters of your serve:
- Ball speed
- Racquet speed
- Ball spin
- Backswing time
- Impact time
12 SHARING SENSOR DATA AND IMAGES

Did you hit a particularly memorable stroke and you just can’t keep it to yourself?

Then click on the symbol in the top right and take a shot directly on the tennis court or select an already available image from the library in your mobile device.

You can then share your stroke details as well as a photo on social media (Facebook, Instagram, etc.). Please share your images and sensor data on social media using the following hashtag: #sensorready

Alongside your sensor data you can also publish other images you have taken with our Sensor with #sensorready.

Examples of some possible posts can be seen here:
13 CARRYING OUT FIRMWARE UPDATES

When apps are updated in the Apple Store or in Google Play, a firmware update may also be included. Firmware updates improve how precise the Sensor is and can be completed in just a few minutes.

If a firmware update is available, a small red arrow lights up next to the green racquet symbol on the start page.

To carry out the firmware update click on the green tennis racquet symbol. Then click on ‘Connected sensor’ and select the Sensor from the Sensor list.

Click ‘Firmware update’ and follow the instructions to update your Sensor’s firmware.

In some cases, the update is started automatically.

Depending on the smartphone, a firmware update may take 1-5 minutes. Please be patient while this process is completed. Once the update is complete a message appears on the screen confirming that the update was performed successfully.
14 DISCONNECTING THE SENSOR AND EDITING THE SENSOR NAME

In order to disconnect the Sensor or to edit its name, please do the following:

1. Click on the green racquet button in the top right of the start screen
2. Click on the screen where the connected Sensor is displayed
3. Click on your Sensor in the list of available Sensors
4. You can now unpair your Sensor, edit its name or restart it.
15 RESETTING YOUR PASSWORD

If you have forgotten your password, open the app and click on ‘LOG IN’ and select ‘Forgot password’.

Enter the email address you used to register for your HEAD Tennis Sensor account, close the keyboard and click ‘SEND’.

You will then receive an email with instructions on how to reset your password.
16 PROBLEM SOLVING: SENSOR CANNOT BE PAIRED

Follow the instructions step by step in ‘Pairing the Sensor to the app’ (see Point 8). If the problem is not resolved, please check both scenarios below, including causes and solutions.

16.1 Scenario 1: Sensor is not displayed

If you cannot find your Sensor in the Sensor list, go through the following causes and solutions:

1.1 Sensor is not switched on or doesn’t have sufficient battery

Before your HEAD Tennis Sensor leaves the factory it is fully charged. However, it is turned off to avoid running down the battery. When using it for the first time, the Sensor must be charged in order to power up. Charge your HEAD Tennis Sensor for at least ten minutes and then carry out the steps in Point 8 ‘Pairing the Sensor to the app’.

1.2 It is possible that your iOS/Android device does not support Bluetooth Low Energy (BLE) devices

To transfer data to your smartphone/tablet, your HEAD Tennis Sensor uses Bluetooth Low Energy (BLE) technology. In order for it to make this connection, your smartphone/tablet must support BLE. iPhones have supported BLE since the iPhone 4S.

For Android devices please use free tools such as BLE Checker from the Google Play Store to check whether your device supports BLE.

1.3 Your HEAD Tennis Sensor may possibly be paired to another iOS/Android device at the moment

Your HEAD Tennis Sensor can only be paired to one iOS/Android device at a time. If your Sensor is paired to another device, you will not be able to find it. In order to solve this problem, ensure that there is no other iOS/Android device with an active HEAD Tennis Sensor app nearby and connected to the Sensor.

1.4 Your Android device cannot locate the area

For Android 6.0 or higher, location recognition must be activated for Bluetooth Low Energy scanning. You must allow your HEAD Tennis Sensor app to access your location and also ensure that your Android device can locate your current location when the app is being used. So that your Android device can better locate you, we recommend you set your settings to ‘high precision’ in the System settings > Location > Location mode.
16.2 Scenario 2: Sensor is displayed but does not pair

If your Sensor is displayed on the Sensor list, but the app cannot pair to it, please check the following causes and solutions:

2.1 It is possible that your Android operating system has problems creating a connection to Bluetooth Low Energy (BLE) devices
To transfer data to your smartphone/tablet, your HEAD Tennis Sensor uses Bluetooth Low Energy (BLE) technology. In order for it to make this connection, your smartphone/tablet must support BLE.

Some Android models have problems connecting to BLE devices. In this case your Sensor is displayed in the Sensor list of the HEAD Tennis Sensor app, but cannot be paired. This can normally be solved by updating your Android operating system to the latest version (please go to Settings > Telephone information > Software update. You may possibly have to repeat this step several times until you receive the message that your system is operating at the latest version.

Further information about support for BLE or updates for your Android operating system can be found on the website of the manufacturer of your Android device.

If you still have this problem after following these steps, please contact us.
17 PROBLEM SOLVING:
SENSOR DOES NOT DETECT SERVE

If your Sensor is paired (the little tennis racquet in the top right lights up green), but has difficulties recognizing serves in ‘PRACTICE SERVE’ mode, you have to be aware of a couple of points and take a few steps to try and solve the problem.

First, note that the Sensor was designed only to recognize the following types of serves: flat, slice/reverse slice/kick/topspin/American twist/reverse kick. If you make an underhand serve or pat-a-cake serve, the sensor cannot recognize it.

In order to prevent problems in recognizing serves, it is recommended that you hold your racquet steady before serving and wait approximately three seconds between serves.

For problems in recognizing serves in ‘PRACTICE SERVE’ mode, please follow these steps:

1. **Disconnect the Sensor and reconnect it.**
   To do this, click on the small racquet symbol and then click on the name of your Sensor to display the Sensor list. Press on your Sensor, choose ‘Forget Sensor’ and confirm your selection (see Point 14). Then reestablish the connection (see Point 8).

2. **Completely charge the Sensor**
   Depending on which type of power source you use, the complete charging cycle takes around 1.5-2 hours. When the LED display on the charging device is continually green, the Sensor is fully charged.

3. **Restart your iOS/Android device**
   To do this, hold down the on/off button for four seconds and slide or press the ‘turn off’ button.

4. **Turn off Bluetooth on all other iOS or Android devices**
   Turn off Bluetooth on all iOS or Android devices in the vicinity, then deactivate the Bluetooth connection on your mobile device and activate it again (see Point 8).

5. **Delete the app and reinstall it**
18 PROBLEM SOLVING: SENSOR DOES NOT DETECT STROKES

If your Sensor is paired (the little tennis racquet symbol in the top right is green), but still has problems with recognizing strokes in ‘PLAY’ / ‘TRAIN’, ‘COMPETE’ mode, please follow these steps:

1. **Disconnect the Sensor and reconnect it again**
   To do this, click on the small racquet symbol in the top right and then click on the name of your Sensor to display the Sensor list. Press on your Sensor, choose ‘Forget Sensor’ and confirm your selection (see Point 14). Then reestablish the connection (see Point 8).

2. **Completely charge the Sensor**
   Depending on which type of power source you use, the complete charging cycle takes around 1.5–2 hours. When the LED display on the charging device is continually green, the Sensor is fully charged.

3. **Restart your iOS/Android device**
   To do this, hold down the on/off button for four seconds and slide or press the ‘turn off’ button.

4. **Turn off Bluetooth on all other iOS or Android devices**
   Turn off Bluetooth on all iOS or Android devices in the vicinity. Then deactivate the Bluetooth connection on your mobile device and activate it again (see Point 8).

5. **Delete the app and reinstall it**

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19 CUSTOMER SERVICE CENTER

If you still have any questions, you can reach our Customer Service Center at https://www.head.com/en-IC/sensor/support.