



# tgoma Software User Guide

## 1. Introduction

tgoma Software is used with the tgoma Game System for generation 4 Springfree Trampolines or more recent (Springfree trampolines that have frame serial numbers starting with G4, or S).

Ensure you have correctly installed the tgoma Game System (cables, sensors, controller etc) as instructed in the tgoma Installation Manual, and have read all warnings and warranty details in the tgoma Installation Manual.

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## 2. Tablet minimum specifications

tgoma Software is compatible with tablets with the following minimum specs:

### Apple Tablets:

- iPad 3 or more recent, iPad Mini, iPad Air, & iPad Pro 9.7"
- Bluetooth 4 (also known as LE) or more recent  
(note: iPads 1 and 2 cannot be used because they do not have Bluetooth 4)
- Tablets with screen size between 7" and 11" (not phones)

### Android Tablets:

- Android operating system 4.4 or more recent
- Bluetooth 4 (also known as LE) or more recent
- Tablets with screen size between 7" and 11" (not phones)

*If you are trying to use tgoma on any device outside of these specs tgoma will not work correctly.*

*Note: 1. Windows tablets are not supported. 2. Tablets using Intel Atom (X86 architecture) processors are not supported. 3. Early version iPads (iPad 1 or 2) are not supported. 4 We recommend you avoid using very cheap tablets which may have substandard components leading to poor performance. We test on Apple and Samsung devices and recommend these brands for tgoma.*

## 3. Installing tgoma software on your tablet

Ensure your tablet is connected to WiFi.

On the Apple tablet you intend to use for tgoma, go to the App Store and search 'tgoma'

On the Android tablet you intend to use for tgoma, go to Google Play and search 'tgoma'

The icon looks like: 

Follow on-screen instructions to download and install tgoma. The tgoma icon will appear in the tablet's app list. Tap to open.

## 4. tgoma Welcome Screen

On first launch you will be greeted with the following screen:

The screenshot displays the 'Welcome' screen of the tgoma application. The header is blue with the 'Welcome' text on the left and the 'tgoma' logo on the right. The main content area is divided into two primary sections: 'Create Family Account' and 'Family Account Login'. The 'Create Family Account' section includes a profile icon, a title, and five numbered callouts (1-5) pointing to the 'Family Name' field (containing 'e.g. Smith'), the 'Email' field (containing 'name@example.com'), the 'Serial Number' field, the 'Password' field, and a checkbox for 'I accept tgoma Privacy Policy and Terms'. A green 'Create' button is at the bottom. The 'Family Account Login' section includes a profile icon, a title with callout 6, an 'Email' field, a 'Password' field, an orange 'Log In' button, and a link for 'I've forgotten my password' with callout 7. At the bottom, there are two buttons: 'Privacy Policy & Terms' with callout 8 and 'Continue as Guest' with callout 9.

If you are using tgoma for the first time, you should create a Family Account to fully utilize tgoma. It is possible to continue tgoma as a guest, however without a family account you will not be able to download games and access the full range of features tgoma has to offer. We highly recommend you create an account.

**New users:** Complete the required fields in the Create Family Account panel, then tap the green 'Create' button.

**Returning users:** Enter the email address and password used to create your Family Account, then tap the orange 'Log In' button.

#### **4.1 Create Family Account - Family Name**

Enter your family surname

#### **4.2 Create Family Account - Email Address**

Enter an email address which can be used to log in to tgoma.

★ Tip: Check you have entered your email address correctly here because future attempts to log in will require the email address to exactly match the email address your account was created with. This cannot be edited later on.

★ Tip: You can log in to your Family Account on multiple tablets, so if different family members want to use their own tablets, they can be logged in to the same Family Account on different devices. This means jumper stats, games and token balance are presented consistently on all tablets logged in to the same account.

#### **4.3 Create Family Account - Serial Number**

A six digit serial number is on the sticker attached to the front of your tgoma Installation Manual, and the side of tgoma packaging. Enter that serial number here. This will allow tgoma support staff to more easily assist you should you require it.

#### **4.4 Create Family Account - Password**

A password is used to log in to tgoma.

★ Tip: It is very important to enter a password you will easily remember. You will be asked for your password to access your family account when you do a fresh install of tgoma (ie, after installing tgoma on a new tablet)

#### **4.5 Create Family Account - Accept Privacy Policy & Terms**

Tgoma is COPPA compliant and takes your privacy seriously. Tapping on the Privacy Policy & Terms button (#8 above) will take you to tgoma Privacy Policy and Terms. This must be read and accepted (by checking the box at #5 above) to complete the creation of a family account.

#### **4.6 Log in – Email and Password**

If you already have created a Family Account, you can log in using your family account here. This requires the email address and password used to create the account.

#### **4.7 Log in – Forgotten Password**

If you cannot remember the password, you can request a new password. Tapping 'I've forgotten my password' (#7 above) will send a password reset email to the email address used to create the account.

#### **4.8 Privacy Policy & Terms**

Tap here to read tgoma's Privacy Policy and Terms

#### 4.9 Continue as Guest

Tapping this will allow you to enter tgoma using a guest account; however you will be unable to create users (players) and will not be able to get available games and apps, therefore we highly recommend creating a Family Account.


### 5. Setup Checklist

The Setup Checklist will guide you through steps to ensure your account, controller & trampoline, are all correctly set up.




It is possible to skip the Setup process by tapping the 'Skip Setup' button however we strongly urge you to complete this setup process prior to use as these steps are important to the correct working of tgoma.

## 6. Set up: Family Account Settings

Welcome 

### Family Account Settings

Country: USA  Family Name: Smith **1**

Region/State: Texas **2** Email: smiths@email.com

Date Format:  mm/dd/yy **3**  dd/mm/yy

Energy Units:  Calories (Cal)  Kilojoules (kJ)

Measures:  ft & lb  m & kg

Serial Number: 004565

**4** Change Password

Cancel Save Changes

The first step of the set-up process is to set Family Account Settings.

### 6.1 Your account details

The name and email address for this Family Account is displayed here (#1 above).

### 6.2 Country and Region/State

Select your country so that your country flag appears beside player names in the global leader boards. This will allow you to view and enter events specific to your country. For certain countries, you will be able to select your region or state. This will allow you to enter local events, such as State vs State competitions.

### 6.3 Format Preferences

Date format: select your preferred date format to view data with either day first, or month first.

Energy Units: select whether you would like energy calculations to be in Calories (Cal) or KiloJoules (kJ).

Measures: select whether you would like to have height and weight measurements in imperial (ft and lb) or metric (m and kg).

#### 6.4 Change Password

Tap to set a new password. If you have forgotten your original password, the password reset screen has a 'I've forgotten my password' button from which you can request a password reset email to be sent to the Family Account email address. You must be connected to the internet to do this.

Tap the green Save Changes button to save settings.

## 7. Set up: Create Player

The second step of the set-up process is to create a new player. While it is possible to use tgoma as 'visitor', in order to see your activity in the JumpTracker, or scores in the leader boards, a player account is required. It is recommended you create a player account for each family member.

The screenshot shows the 'Create Player' screen in the tgoma app. At the top, there is a blue header with the word 'Welcome' on the left and the 'tgoma' logo on the right. Below the header is a grey rounded rectangle containing a blue person icon, the text 'Create Player', two input fields for 'Name' and 'Weight (kg)', and three buttons: 'Privacy Policy & Terms', 'Cancel', and 'Create'.

## 7.1 Name

Create a player profile for each family member using tgoma. Choose a name (or nickname) between 1 and 10 characters long (it cannot contain some specific characters).

Our Terms and Conditions require family members to avoid profanity in their user name selection. We have profanity filtering on all names that appear in global leader boards. Names created on your tablet will appear on your tablet as they were created (ie, unfiltered), however if a name appears in leader boards simply as 'User1234' this is because our filtering system has replaced the name. If this occurs to a name you have chosen you can edit a player name (see section 18 below).

## 7.2 Weight

User weight is used to calculate energy burn rate for each user. For your privacy this data is stored on your tablet only, and is not held on any tgoma database. The more accurate the weight you enter the more accurate the energy burn data will be presented. This is useful for apps such as tgomaFit or FreeBounce where calorie burn is presented back to jumpers in real-time, or where you may want to set a calorie burn goal in the Goals section.

★ Tip: If you would like to complete this screen but unit settings are not what you prefer, ie you want to change pounds to kilograms, enter an estimated figure to complete this screen, then after you have completed the Set Up steps, change your unit preferences in Family Settings, and then correct player weight in your preferred units (see section 18 below for how to edit a player profile).



★ Tip: In the Set Up process only one player account is created before moving on to next steps. Once the Set Up process is complete you can add as many new players as you like. See section 17 below.

## 8. Set up: Connect to controller

The next step in the set-up process is to connect tgoma software on your tablet with the tgoma controller on your trampoline. Note: if your WiFi signal does not reach to the trampoline, this is OK. You don't need WiFi connection to use tgoma (although connection is required for certain functions such as viewing global leader boards or downloading new games).

- A. Ensure your tablet has Bluetooth turned on.
- B. Take the tablet out to your trampoline.
- C. Check you have 4 x charged AA batteries correctly inserted in the blue battery pack.
- D. First make sure nobody is on or leaning against the trampoline, then press the blue button to turn on the controller. The green light should now pulse, indicating the controller is running. If the green light does not light up, check your batteries are charged and correctly oriented (matching the + and – symbols in the battery pack with the corresponding + and – symbols on the batteries).



- E. After turning on the controller, wait 15 seconds to allow the system to calibrate the sensors before touching the trampoline.
- F. After a few seconds the blue light on the controller should begin pulsing, indicating that the Bluetooth connection is established, and soon the connection icon on your tablet will change from grey (  ) to blue (  ) indicating Bluetooth connection is now established between the tablet and the controller.

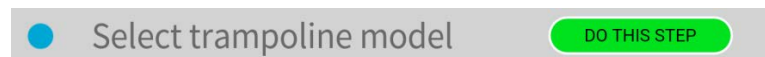
Note: If a red light pulses on the controller, this indicates an error with the system. Refer to Section 22 below.

★ Tip: If activity hasn't been detected for ten minutes the controller will put itself into sleep mode to conserve your batteries. If this occurs, press the blue button on the controller to wake it up. You will need to wait a few seconds for Bluetooth to reconnect before using tgoma.

★ Tip: If you need to turn off the controller once it is on, simply remove the battery pack from its seating to disconnect it.

## 9. Set up: Select trampoline model

It is important for the correct functioning of tgoma that you select the correct trampoline model by tapping the green 'do this step' button and selecting your trampoline model from the dropdown list:



If you select the wrong model for your trampoline your position data will not be presented correctly.

## 10. Set up: Set tablet position

Because sun reflection can impact screen visibility, tgoma enables users to move the sunshade to the best position to minimise reflection. For owners of Oval and Square Springfree Trampoline models, there are three positions to choose from; 1) opposite the door of the enclosure (this is the default position), 2) 90° to the left of the door, or 3) 90° to the right of the door. If you have a Round Springfree Trampoline model (R54 or R79 model) then position your tablet holder above any of the mat sensors.

When you first use tgoma, and each time you move the sunshade position, you must set the tablet position to tell tgoma which way you are facing, so it will present your jump location correctly. You do not need to do this each time you use tgoma, only if you have moved the sunshade.

To position the sunshade, hook the rear rod over the top of the enclosure net:

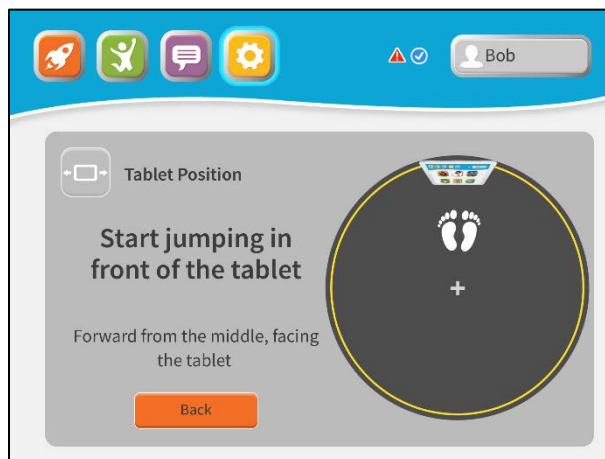


Ensure the tablet is securely held in the tablet clamp of the sunshade. Do this by grasping your tablet with both hands in a landscape orientation (ie, wide, rather than tall), place the bottom of the tablet in the lower jaw of the clamp and press downwards until the jaw is wide enough for the tablet to fit between the top and bottom jaws. Push the tablet back into position and release.

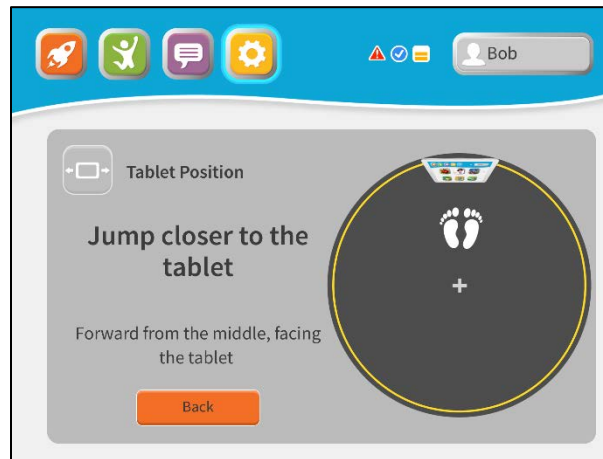
★ Tip: ensure the volume on your tablet is turned up in order to hear sounds and backing tracks.

To set the tablet position in the Set Up steps, tap the 'do this step' button beside 'Set tablet position':

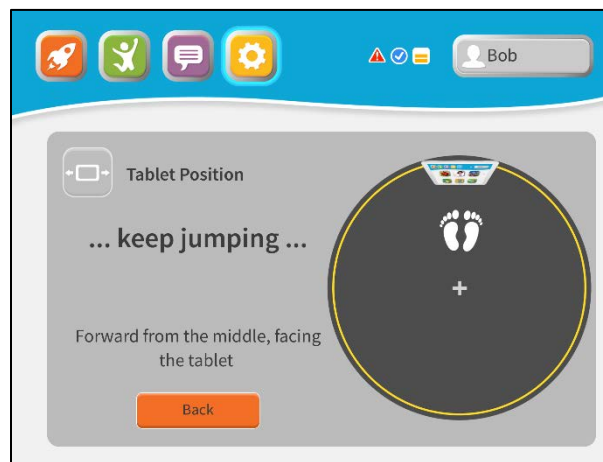
- A. You will be instructed to start jumping in front of the tablet. The optimum place to jump is halfway between the centre of the trampoline mat and the tablet, approximately 1m (3ft) away from the sunshade.



B. If tgoma has not found a clear reading it may ask you to jump closer to the tablet/sunshade:



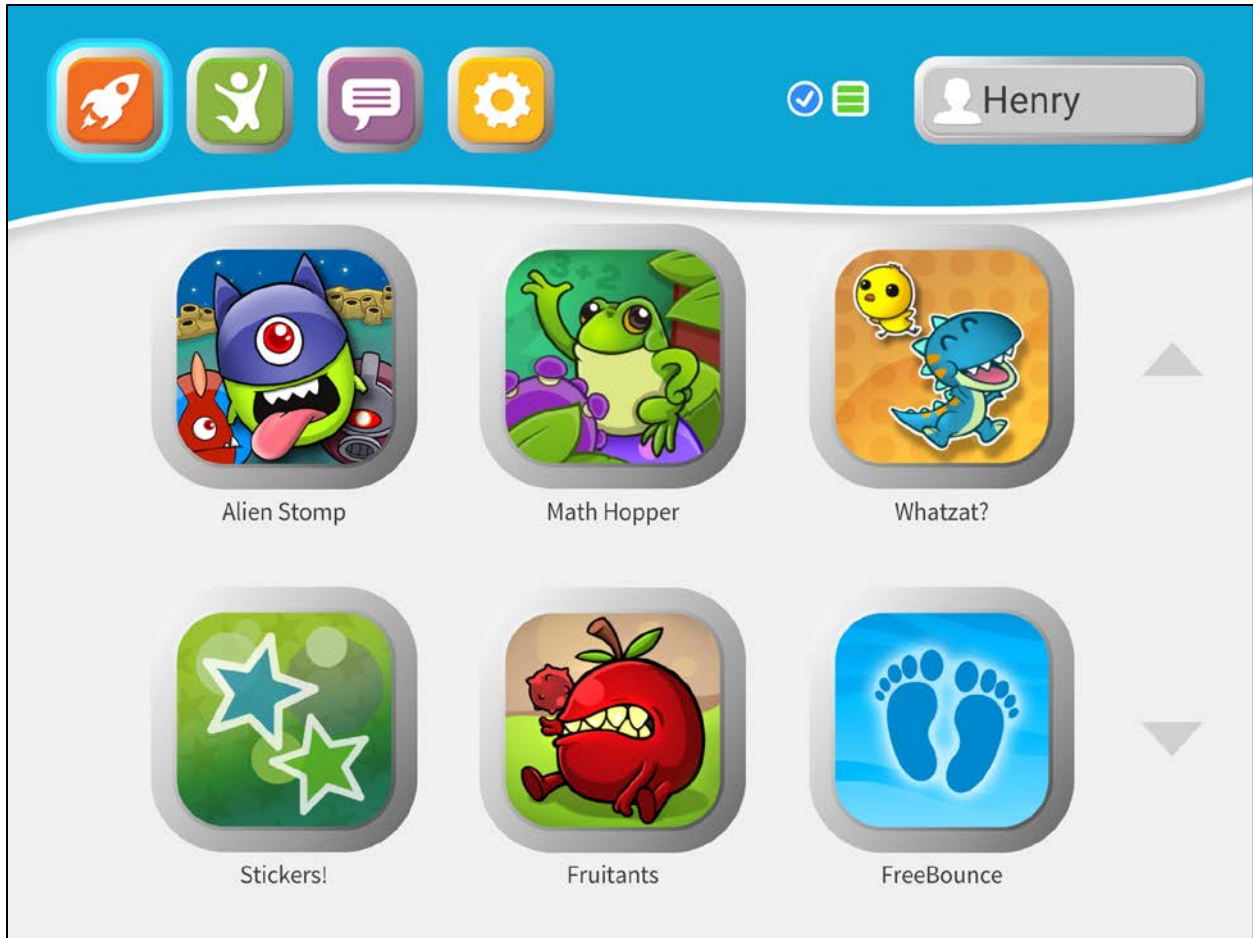
C. You may be prompted to 'keep jumping' in order for tgoma to take a clear reading (this process generally only requires 3 or 4 jumps):



Once the Set Up steps are completed, tap 'continue' to use tgoma.

## 11. Home Screen – Games Menu

The home screen has two parts; the blue Action Bar at the top and the games menu below. The games menu is where you access all of your apps and games. To download game content please connect to WiFi. To view the full list of games & apps, either swipe down, or use the scroll arrows, to view more icons. tgoma will reorder icons in this menu with the most recently used games first.



## 12. Action Bar

The Action Bar is constant across all sections for easy navigation of tgoma. While you are in a game, you can jump to the Action Bar by tapping the blue icon at the top of screen:



### 12.1 Games

The red Games button takes you the home screen games menu.

## 12.2 JumpFit

The green JumpFit button takes you to the JumpFit section, where you can access jumping stats for each user in the JumpTracker, and can access Goals. See section 13 below.

## 12.3 News & Events

The purple News & Events button is where you stay up-to-date with the latest challenges, competitions, and news. See section 14 below.

## 12.4 Settings

The yellow Settings button takes you to the Settings section where you can set your Tablet Position, edit your Family Account Settings, and access General Settings. See section 15 below.

## 12.5 Alert icon

If you see this triangular alert icon there is a tgoma hardware error. Tap the icon for a description of the error. Alternatively, in the Settings section (yellow cog button in Action Bar), tap General Settings and the error will be listed in the Tech Info panel. You should be able to self-diagnose from this error description by referring Section 22 below.

## 12.6 Bluetooth Connection Status



This blue tick icon means that your tablet is connected to a tgoma controller.



This grey icon means you are not connected to a tgoma controller. Check Bluetooth is enabled on your tablet (ensure the tablet isn't in flight mode), and that your tgoma controller is powered on.

You can tap the blue connection icon to temporarily disconnect and reconnect to the tgoma controller. Note that it can take up to 10 seconds between the blue LED on the controller lighting up and the grey icon changing to blue on your tablet.

## 12.7 Battery Level

This battery icon refers to your controller battery level (not tablet).



Three green bars means that you have a high battery level.



Two orange bars means that your batteries are about midway through their life.

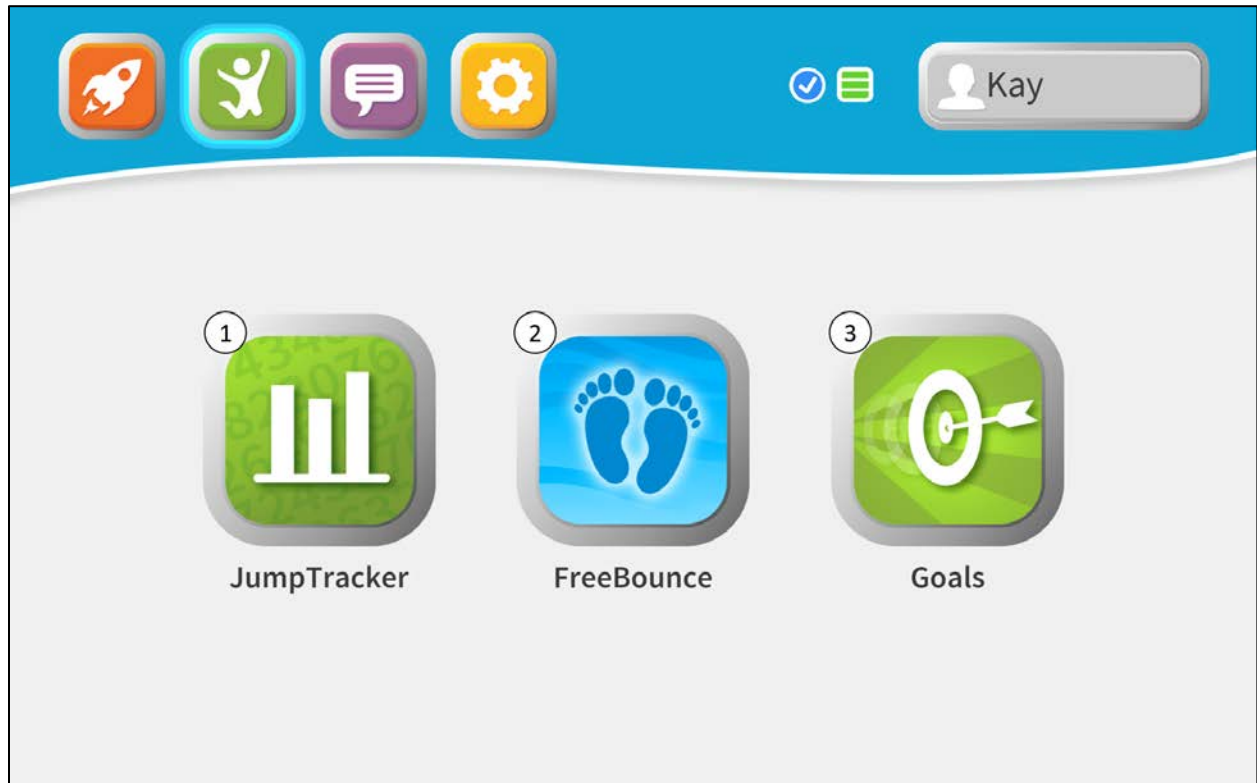


One red bar means that batteries are getting depleted and should be recharged or replaced soon.

## 12.8 Player Menu

This will display the currently selected user. If you wish to change user, tap the grey user button to go to the main user menu. A list of all users who have been set up will appear. New users can be added here. See section 16 below.

## 13. JumpFit



### 13.1 JumpTracker

This is where you can find jump tracking statistics and graphs; including jump counts, accumulated height jumped, calories burnt and total jumping time. This can be filtered per game, and for certain time periods. See section 19 below.

### 13.2 FreeBounce

This is a link to FreeBounce, an app which presents basic jump data back to you in real-time. You can use it to check that your system is fully operational. It can also be used to create your own jumping challenges - who can jump the highest - who can burn the most calories. The results show up in JumpTracker.

### 13.3 Goals

This is tgoma's goal-setting feature. You can also display your current goal in FreeBounce and watch it being achieved in real-time as you jump. See section 20 below.



## 14. News & Events

**EVENT Monthly Hall of Fame** EVENT FINISHES IN 8 days 18 hrs

Welcome to this month's Monthly Hall of Fame! Could you be one of the top jumpers in the world? We're looking for the most jumps this month - this is your chance to be a global jump star!

Current Total  
61,287

1		Tom	12,188
2		Niceguyman	5,110
3		KatieO	3,870
4		Neil	3,315
5		Sophie	3,055
6		Apple	2,584
7		James	2,543
8		Harry	2,380
9		Chris	1,970
10		Austin2016	1,743
13		Kay	1,612

Check this section regularly to keep up to date with the latest news and events. When a new item is posted in the News and Events screen a red notification circle will appear on the icon to indicate a new unread item.

The News & Events screen requires WiFi connection to show the latest results, however you can achieve a top score while out of WiFi range, then when you come back into WiFi range your score will sync with the global leader board and be added to the list. That syncing process may take up to 15 minutes to occur.

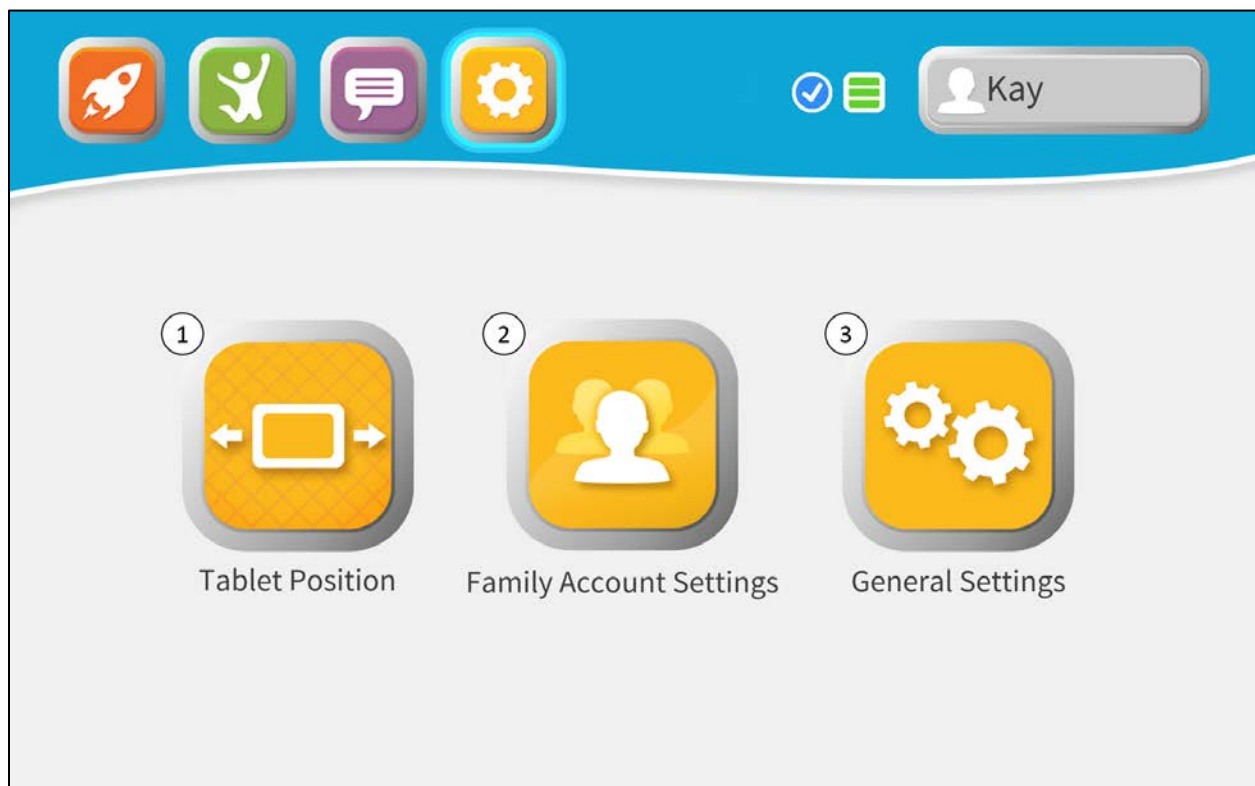
In global events & competitions you can identify the country of your competitors by the country flag beside their name in the leader board.

For team events (ie, country vs country) the collective score for each team is presented as well as the top ten individual scores.

★ Tip: The currently selected player appears in red in the leader board. If you don't make it into the top ten list, your placing and score will display under the main panel. If there happens to be another player with the same name and country as you, you can still tell which is your score because it is in red.

★ Tip: A lot of games in tgoma have in-game leader boards also. These include a local leader board (the top scores for all players on your Family Account), and a global leader board (the top scores around the world – you need internet connection to access this).

## 15. Settings



### 15.1 Tablet Position

If direct sunlight makes it difficult to view the tablet screen you can move the tablet/sunshade position. Each time you move the tablet location tell tgoma what direction you are now facing by tapping the Tablet Position button and following the on-screen instructions. See section 10 above.

### 15.2 Family Account Settings

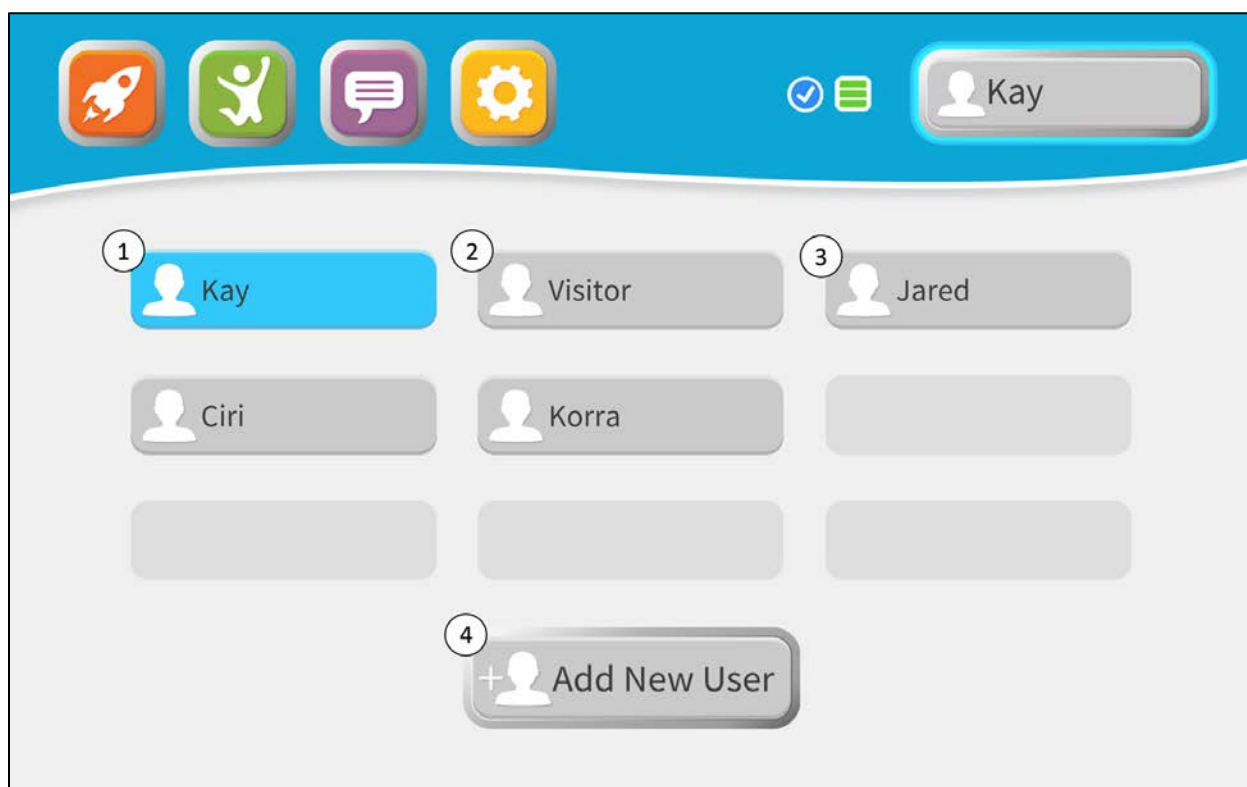
You will have set your Family Account settings in the Set Up steps, however you can view and edit them by tapping the Family Account Setting button.



### 15.3 General Settings

Information about your tgoma system and trampoline can be found here. Please note: it is VERY important that you have the correct trampoline model set here, otherwise you may find the jump locations inaccurate. Once correctly set, do not change this model setting. See section 21 below.

## 16. User Select Screen



### 16.1 Current User

The user highlighted in blue is the currently selected user. Clicking on this blue name plate will take you to the 'Edit User Details' page. You cannot edit the details of an unselected user, you must first select them and then edit.

### 16.2 Visitor User

Every family account has a Visitor user by default. This cannot be deleted and can be used as a temporary account when required, for example somebody is visiting and wants to try out tgoma. However, a Visitor cannot compete in events and competitions so it is advised to create new users for each user.

### 16.3 Select Other User

Any other unselected user can be switched to by tapping their name in the user selection screen. This will cause them to move to first on the list and be highlighted in blue.

### 16.4 Add New user

This button takes you to the Create Player screen – see section 17 below.

## 17. Create Player

The screenshot shows the 'Create Player' screen. At the top, there is a blue header bar with four icons: a rocket, a person jumping, a speech bubble, and a gear. To the right of these icons are three smaller icons: a warning triangle, a checkmark, and a list icon. Further right is a user profile card for 'Nat'. Below the header is a large grey rounded rectangle containing the 'Create Player' form. The form has a title 'Create Player' next to a person icon. It contains two input fields: 'Name:' with a circled '1' and 'Weight (kg):' with a circled '2' and a blue question mark icon. At the bottom of the form are three buttons: 'Privacy Policy & Terms', 'Cancel', and 'Create'.

If you completed the Set Up process you will have created your first player profile. Use this screen to add new players to ensure each person using tgoma has their own jumping stats tracked in JumpTracker, and their scores appear in each game.

### 17.1 Name

Create a player profile for each family member using tgoma. Choose a name (or nickname) between 1 and 10 characters long (it cannot contain some specific characters).

Our Terms and Conditions require family members to avoid profanity in their user name selection. We have profanity filtering on all names that appear in global leader boards. Names created on your tablet will appear on your tablet as they were created (ie, unfiltered), however if a name appears in leader boards simply as 'User1234' this is because our filtering system has replaced the name. If this occurs to a name you have chosen you can edit a player name

### 17.2 Weight

User weight is used to calculate energy burn rate for each user. For your privacy this data is stored on your tablet only, and is not held on any tgoma database. The more accurate the weight you enter the more accurate the energy burn data will be presented. This is useful for apps such as tgomaFit or FreeBounce where calorie burn is presented back to jumpers in real-time, or where you may want to set a calorie burn goal in the Goals section.

## 18. Edit Player Details

Get to this screen by tapping the blue name plate in the User Select Screen (section 16 above). This enables you to edit currently selected player details.

The screenshot displays the 'Edit Player Information' screen. At the top, there is a blue header with several icons: a rocket, a person jumping, a speech bubble with a red '1', a gear, a warning triangle, a checkmark, and a balance scale. On the right side of the header, there is a grey button with a person icon and the name 'Bob'. Below the header, the main content area is titled 'Edit Player Information' and features a trash icon with a circled '4'. The form contains three input fields: 'Name: Bob' with a circled '1', 'Weight (kg): 78' with a circled '2' and a blue question mark icon, and 'Last Synced: Never' with a circled '3' and a blue question mark icon. At the bottom, there are three buttons: 'Privacy Policy & Terms', 'Cancel', and 'Confirm'.

### 18.1 Name

You can modify the user's name here.

### 18.2 Weight

If your weight has changed since you first created a player, you can update this information here. It is recommended you keep this up to date for more accurate energy burning calculations.

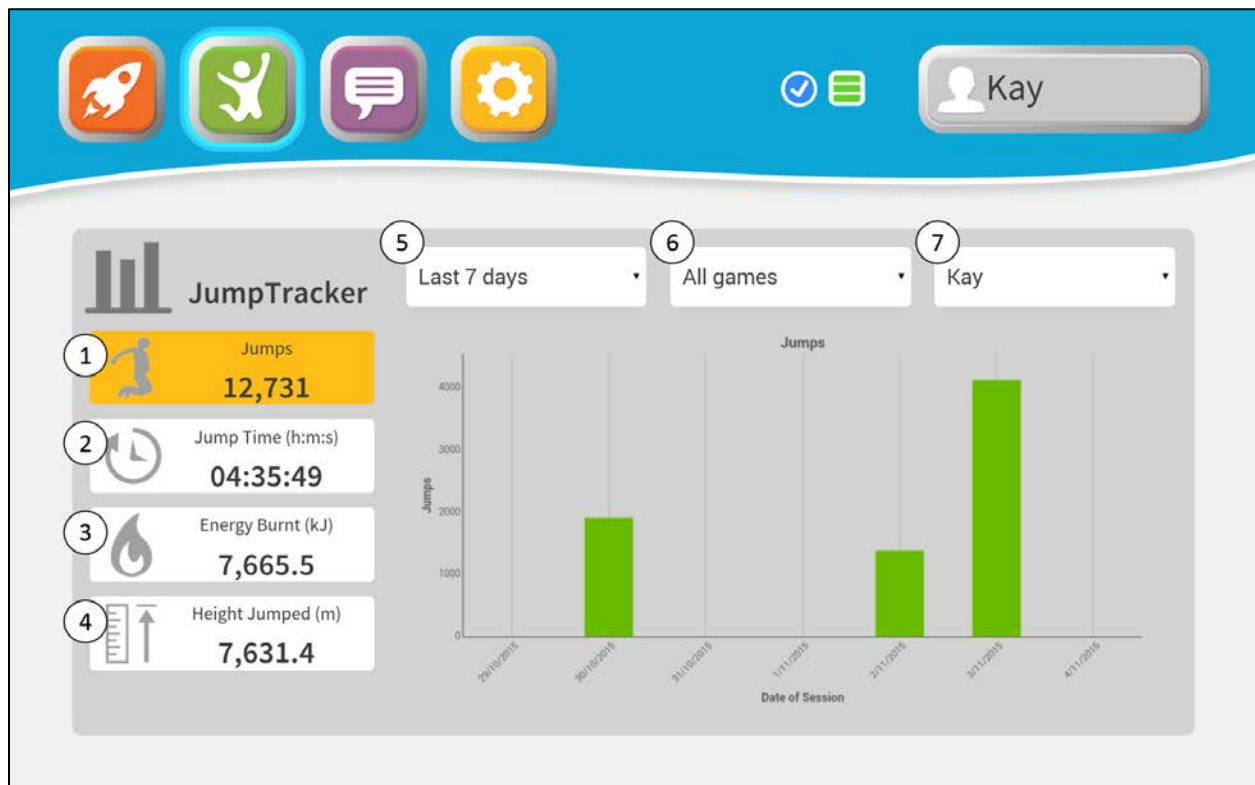
### 18.3 Last Synced

This is when jumps and high scores were last synced with our databases. If this was not recent you may have some outdated information if you load tgoma on another tablet.

### 18.4 Delete Player

If you wish to remove this player you can do so here by tapping the bin icon. Do note that this requires a password confirmation and an internet connection.

## 19. JumpTracker



You can view activity stats in a number of ways within JumpTracker. The graph is dynamic, meaning it will present data depending on which metric (1-4 above) you select (the selected metric changes to an

orange panel when you tap it – in the above example ‘Jumps’ is selected), and depending on which time period (5), activity (6) and player (7) you select.

### 19.1 Jumps

The number in this box shows the total jump count for however you have filtered the data.

### 19.2 Jump Time

This displays the total time (hours : minutes : seconds) you have spent jumping using tgoma. This is not time spent on the trampoline altogether, but is the amount of ‘active’ jumping time detected for the selected user.

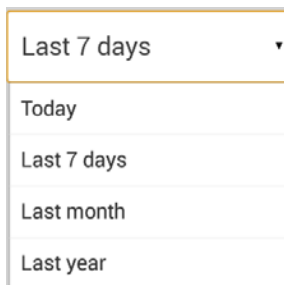
### 19.3 Energy Burnt

This shows the amount of calories (cal) or kiloJoules(kJ) you have burnt. This is calculated from the user weight, as set in user settings. You can see this data on the graph by tapping the Energy Burnt box.

### 19.4 Height Jumped

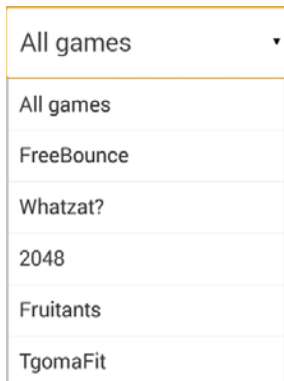
Height jumped displays the total accumulated height you have jumped with tgoma in feet (ft) or meters (m).

### 19.5 Time Filter



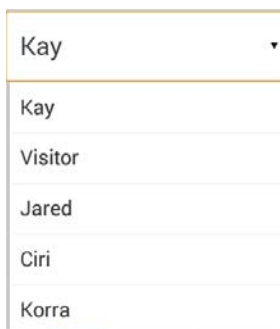
Filter your data by different time periods.

### 19.6 Game Filter



Filter your data by activity/game. Wish to see how many jumps you have done in Alien Stomp? Or how many calories you’ve burnt in TgomaFit? You can do so by filtering here.

## 19.7 User Select



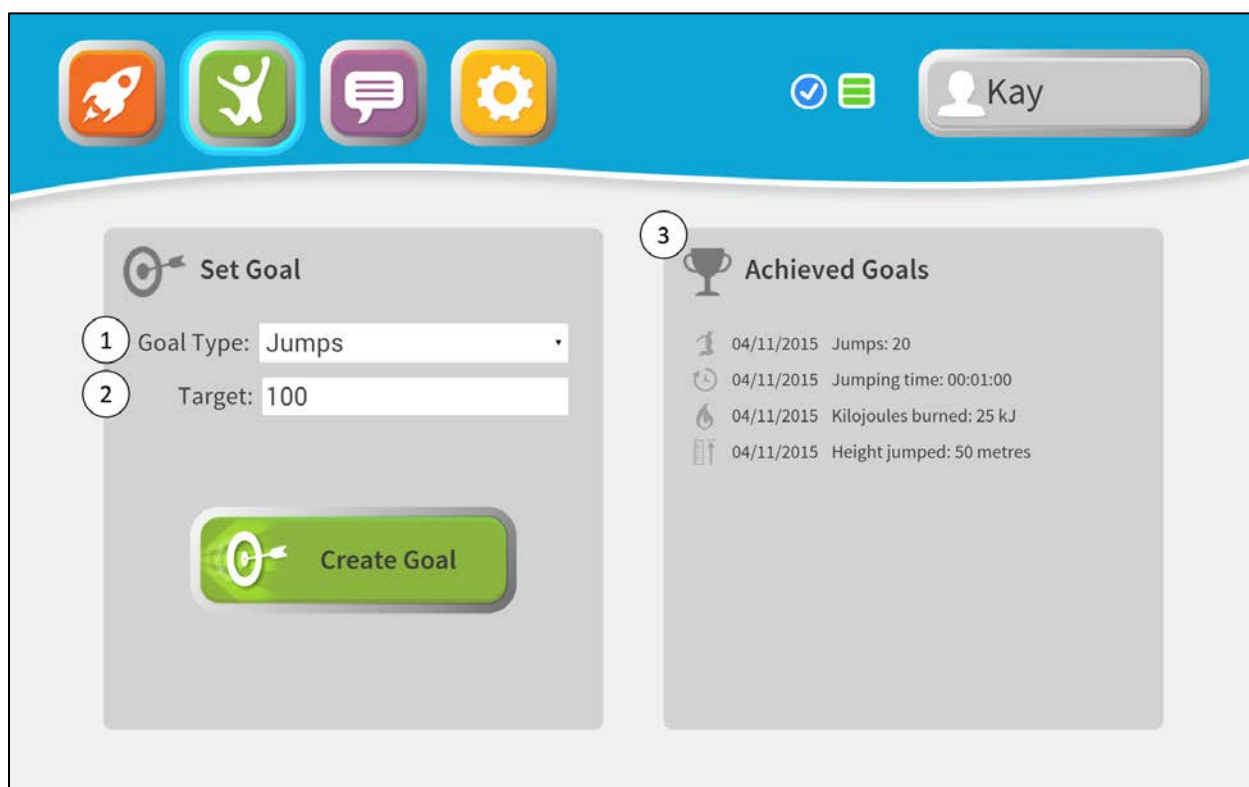
A dropdown menu for user selection. The current selection is 'Kay'. The menu is open, showing a list of names: Kay, Visitor, Jared, Ciri, and Korra.

Kay
Kay
Visitor
Jared
Ciri
Korra

With the user select menu in JumpTracker, you do not need to switch users to see your other family members jumping information. Who did the most jumps in the last week? Easy to find out!

## 20. Goals

The goals screen allows you to set personal milestones to reach while jumping with the tgoma system.



The Goals screen interface is shown. It features a blue header with navigation icons (rocket, person jumping, messages, settings) and a user profile 'Kay'. The main content is divided into two panels: 'Set Goal' and 'Achieved Goals'. The 'Set Goal' panel has a 'Goal Type' dropdown set to 'Jumps' (marked with a circled 1) and a 'Target' input field set to '100' (marked with a circled 2). A green 'Create Goal' button is at the bottom. The 'Achieved Goals' panel (marked with a circled 3) lists four achievements from 04/11/2015: Jumps: 20, Jumping time: 00:01:00, Kilojoules burned: 25 kJ, and Height jumped: 50 metres.

## 20.1 Set Goal Type

You can set four different types of goals - amount of jumps, jumping time (mins), total height jumped (ft/m) and energy burnt (Cal/kJ). Select these from the drop down menu.

## 20.2 Set Target Value

You can set your own custom targets here. Wish to jump for half an hour, or aim for 1000 jumps? Set the target here, click 'create goal' and get jumping!

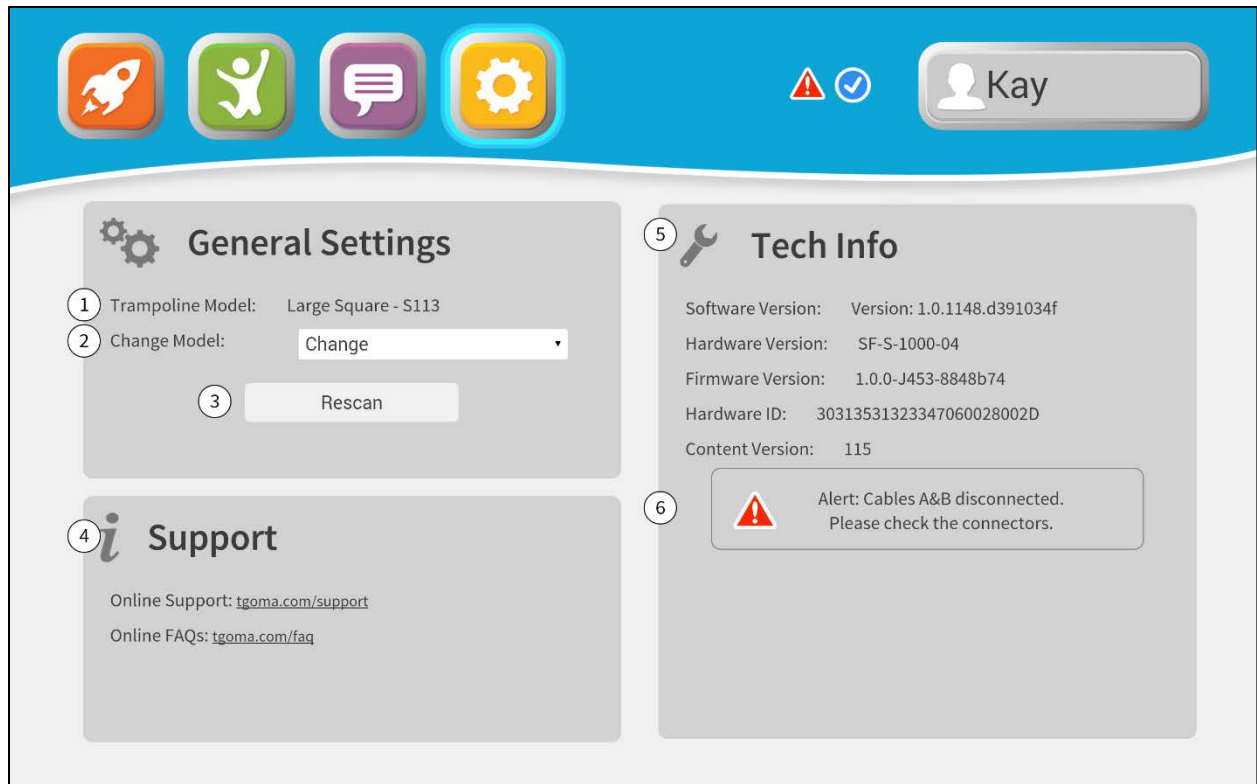
## 20.3 Achieved Goals

Here is a list of all the goals you have achieved in the past and the date you acquired them. Note that the goals are stored locally on your device so these will not show up if you switch tablets.

When a goal is in progress you can re-visit the Goal page where the goal progress wheel will display your current progress.

## 21. General Settings

This settings page contains information about the status of your trampoline, technical information to help with fault finding, links to support documents, as well as the option to change the trampoline model.

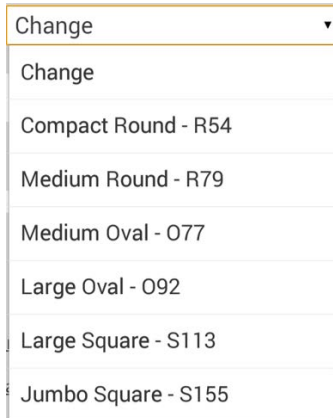


### 21.1 Trampoline Model

This is the currently selected trampoline model. Jump location and energy calculations are specific to trampoline model, so it is very important you have the correct model selected. If you are experiencing jumps not presenting correctly, check here to ensure your correct trampoline model is selected.

### 21.2 Change Model

If the wrong trampoline model is set, accessing this drop down menu will allow you to change to the correct model.



★ Tip: We recommend that children should be asked to not touch the General Settings panel – if they inadvertently change the trampoline model to the incorrect model this will make tgoma inaccurate.

### 21.3 Rescan

This will rescan for a connection to the tgoma controller.

### 21.4 Support Documentation

If you are having trouble with your tgoma system, you can find links to tgoma support documents as well as frequently asked questions (FAQs).

### 21.5 Tech Info

The Tech Info panel contains information relating to your tgoma version, including the currently active software, hardware and firmware versions and well as the ID of your tgoma hardware. If you have contacted tgoma Support with issues regarding your tgoma system you may be asked for this information.

### 21.6 Error Messages

This is where you will see information regarding errors, such as the one above showing that the connectors are not attached properly.



## 22. Troubleshooting



### tgoma Controller LED light indicators

#### **Green light:**

- Flashing at a steady slow rate when the system is on and idle.
- Flashes with detected bounces on the trampoline.
- Two or four fast flashes when the idle reference values are captured (see below).

#### **Blue light:**

- Flashing indicates controller has secured Bluetooth connection with tgoma software on a tablet.
- When a firmware update is in progress the blue LED will flash at 2x the rate of the green LED

#### **Red light:**

- Flashing indicates an error. Typically this will be due to an unplugged cable, otherwise there is a hardware fault. Specific errors can be read in the TGOMA application.

#### **Critical faults**

- All LEDs flashing in time at a fast frequency indicates a critical fault has occurred. The system is unusable in this state. We need to know if this is ever happening, and if it is repeatable. Possibly the device will need to be returned.
- Fast Red LED flashing indicates a damaged circuit board. This will need to be returned to Springfree.

Alert Message (in Tech Info panel of General Settings)	Solution
Cables A & B disconnected	<i>Check both cables have been correctly attached to the controller as instructed in the Installation Manual</i>
Cable A is disconnected. Please check the connectors (01)	<i>Check cable A has been correctly attached to socket A on the controller</i>
Cable B is disconnected. Please check the connectors (01)	<i>Check cable B has been correctly attached to socket B on the controller</i>
Authentication error (02)	<i>If this message persists contact tgoma support</i>
Model update in progress, please wait (15)	<i>Please leave tgoma running on the tablet and stay connected to the controller while the update is in progress. This should take approximately 30 minutes.</i>
Please select trampoline model (16)	<i>Select trampoline model in General Settings</i>
Firmware update in progress (23)	<i>Please leave tgoma running on the tablet and stay connected to the controller while the update is in progress. This should take approximately 30 minutes.</i>
Batteries in controller flat (20)	<i>Replace the tgoma controller's batteries</i>
Turn on controller (21)	<i>Controller has gone to sleep, turn on</i>