

# Help for FreeCaddie apps (iOS)

Rev A (August 2015)

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## FreeCaddie accounts

Since even the free version of FreeCaddie now has so many new interconnected features, you need to

sign in using your FreeCaddie.com account when you first start the app.

New users (and many previous users of the free version) may never have had an account, but you can easily register for free when starting the app. We just need a working email address and you select a unique username and password.

If you already have an account at FreeCaddie.com, please sign in using your old username and password so that you can access your previously uploaded rounds and stats and keep using that account.

You can also sign in quickly using Facebook or Google+. If the email address associated with either of these social sites matches an existing FreeCaddie.com account, it will automatically login to that account

without you having to type out your username and password. The username displayed in the app may be your Facebook or Google+ username instead of your FreeCaddie.com username, but you will be linked to your FreeCaddie.com account.

NOTE: If the email for Facebook or Google+ is not already in our database, a new FreeCaddie.com account will be set up. You will be emailed a temporary password so that you can also login at FreeCaddie.com to edit or add courses and view and manage your uploaded scores.

## **Troubleshooting problems with distances (and GPS)**

In order to compute distances the GPS on your phone or device must be on and working and the FreeCaddie app must

have permission to use precise location provided by the GPS.

Usually, if you have allowed the app the required permissions, everything is ready to go when you first install the app.

However, there may be situations when your GPS is not providing a position. This could be due to poor reception of the GPS satellites, a poor arrangement of the GPS satellites that can be tuned, or a hardware problem in your phone. It is usually temporary. If you happen to be indoors and are having problems, the GPS reception will be better outdoors with an unobstructed view of the sky (of course this should generally be true when you are actually out on the course!).

When lacking recent GPS information , FreeCaddie will generally keep showing

the distances based on the last known position and will try to alert you to the fact that something is wrong.

If an alert message appears that says “Failed to get your location”, then FreeCaddie has not received GPS information for some time and you should investigate the status of your GPS.

Note: If the warning is already displayed when you look back at the app, it may have appeared at some previous time. If the GPS seems fine then the problem has corrected itself since the warning was issued.

If you suspect you are having trouble you might try the following:

- Check the app’s GPS screen and to see if new information is being received from the GPS (see section of GPS screen for details).

- Take notice of whether the distances are changing as you move. If you have moved a significant distance without any change, then something is wrong.

If the problem persists, you might try restarting your phone. Sometimes that can help “unstick” or “unconfuse” the GPS.

## **Audio Updates feature**

(Paid upgrade for free or Pro versions)

This new feature announces the distance to the center of the green using your phone’s voice capabilities. It does this automatically every time you have stopped moving and remain in the same location for some time, presumably because you have reached your ball.

You can enable or disable this feature on FreeCaddie’s Settings screen. Here

you can also set the delay before the announcement will be made after you stop moving and further control how far out from the green the announcements will start (with a restriction tighter than 625 yards).

We recommend the default delay setting of 3 seconds, as this seems to balance a prompt update when you reach your ball with properly detecting when you have stopped moving.

A new update will not occur unless you have moved at least 5 yards and stay there for at least as long as the delay setting. After that time the distance will be announced. No updates are ever given outside 625 yards or within 30 yards of the green.

When feature is enabled, you can also control whether Audio updates are currently active by pressing the speaker

icon on the Green screen to mute or unmute the distance announcements.

Unmuting the speaker icon causes an immediate announcement of the current distance if you want to manually force an update to occur.

Other notes:

- If you are not hearing announcements, try turning your phone's ringer on.
- Audio volume is controlled by the phone not the app.
- Works with Bluetooth devices (earbuds, etc.) so that only you hear the announcements if disturbing other players is a concern.

## **Green screen**

(press the Green button)

Common app controls (these are visible on all screens):

- Menu: Access app settings and less often used controls (see section for Menu items).
- Share: Use this to share the version of the FreeCaddie app you have with your friends and playing partners. You can send them a link to the app via email or text message.
- Hole selection buttons: These are used on a few screens. Press the right arrow button for next hole and left for previous.



The Green screen is the main display for the app. It displays distances to the front (F), center (C) and back (B) of the green in large easy to read text, but can be used to display the distances to other marked features as well.

You can change the distance units from yards to meters in the app settings (press the Menu button to get Settings).

If distances are not available or do not seem to be updating as you move around, use the GPS screen to see if your phone's GPS is working OK and getting accurate locations.

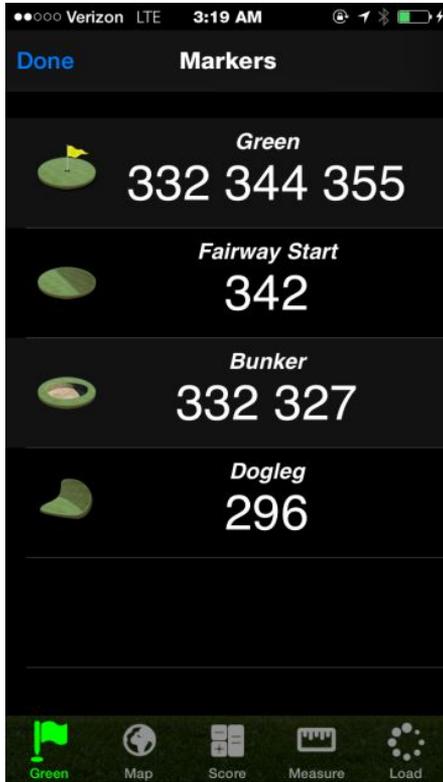


- Press the Audio icon to pause/mute audio distance updates (see section on Audio Updates for more details). When you unmute again you will get an immediate audio update.
- (Pro only) Press the scorecard icon as a shortcut to go directly to the Scorecard.

### **Marker List:**

Swipe the Green screen to the left to reveal a list of the distances for all

features (hazards, bunkers, doglegs, etc) that are marked for that hole. We call these “markers”.



Markers are listed with the green at the top and the ones closest to you nearer the bottom of the list.

Note: Courses are mapped by the FreeCaddie users, like yourself. Availability of markers for a course

depends upon if they were mapped by the person who mapped the course. If you would like to add markers to one of the courses that you play, you can request permission to edit the course using the editor at our website. See the 'Courses' section of our website FAQ for more details:

<https://www.freecaddie.com/FAQ.aspx>

Marker "Labels":



- All markers that are mapped for the course will also have labels (Bunker, Hazard, etc) listed across the top part of the Green screen.
- The list of marker labels can be scrolled left or right.

- As you play the hole and move past these markers, the list will automatically scroll forward to hide them since they are no longer in play.
- Tapping the label for a marker will cause the screen to show the distances and elevation change to that marker (see below):

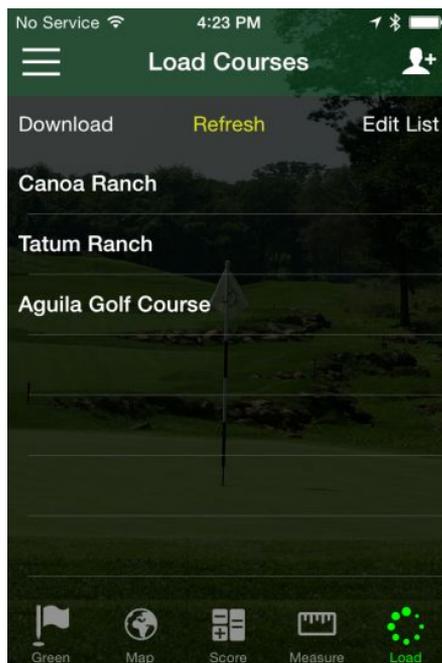


- Some features such as Hazards and Bunkers have both a front and a back marker to show how far it is to reach that feature and also how far to clear it. Some features like Dogleg and Start or End of Fairway are a distance to a single marker.

- Elevation change is the difference between the height where you are standing and height of the feature. Positive numbers are uphill and negative are downhill.
- To return to the default display (large distances to green), press the Green button or change the hole number.

## Load Courses screen

(press Load button)



This screen lists the courses that you have downloaded into your phone. Select a course name from the list to use it in the app.

Over time you may start to see coupons and tee time booking icons start to appear next to some courses in the list. This is in development, but if they appear then they are active and ready to use.

Controls:

**Download:** press this to get more courses from our server.

**Refresh:** Press this to see if there any new deals, special offers or tee-time booking icons for the courses in your list.

**Edit List:** Press this to remove courses from this list (and thus delete them from your phone).

Note: To get any changes or updates to the way a course is mapped, you must download the course into the app again, and the latest information will replace the copy on your phone. This does not happen automatically.

## **Download Courses/Course List screens**

(press Download button in free version)  
(press Download from Load Courses screen in Pro)

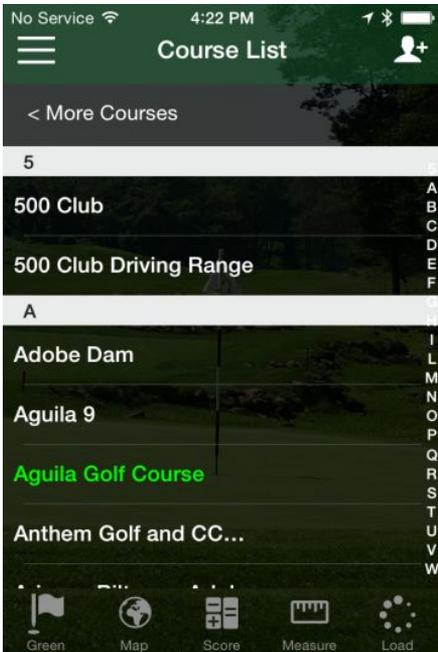
### **Enter Location screen:**

The first step is to decide on a location. By default (if you don't enter a location) the app will list the courses that are near your current location (per your GPS). You can change this if you like by

entering a city or town (see note below) with province/state and/or country added to clarify as necessary. Press “Get List” to show courses near the location you have selected.

Note: Your entry is resolved into a specific location: “Chicago, IL” will be the center of the city. Entering just the state, province or country will not list all courses in that region. It will list the courses that are within about 25-30 miles of the center of that region (which might be very remote).

**Course List screen:**



Displays the 100 nearest courses that are within about 25-30 miles of the location used. Only completely mapped courses (those with 6, 9, 12, or 18 holes) are listed. For more tips about finding courses, see “Tips” section below.

Course are listed alphabetically. Press a letter on the right to jump to that section of the list.

To download a course, simply tap the name.

Courses shown in green have already been downloaded to your phone.

Download a course again if you would like to update with the latest information (especially if you have just made changes using the website course editor).

To list courses in another location, press “More Courses” in the upper left corner.

Tips:

For cities with a high density of courses (London, Chicago, Phoenix, etc), outlying courses may not be listed in the app due to the 100 course limit. In these cases, enter a suburb on the side of the city closer to the courses you are looking for.

Remember, a course named “The Links at Gettysburg” might be named “Gettysburg” or “Links at Gettysburg” or “The Links at Gettysburg” and so might be listed in three different places (G, L, or T) in the alphabetic list.

Similarly, in some countries courses may be preceded by “Golfclub” (or another title), so “Golfclub Lutzhorn” might also be named “GC Lutzhorn” or just “Lutzhorn”.

# Scorekeeping screen

(press the Score button)

## FreeCaddie:

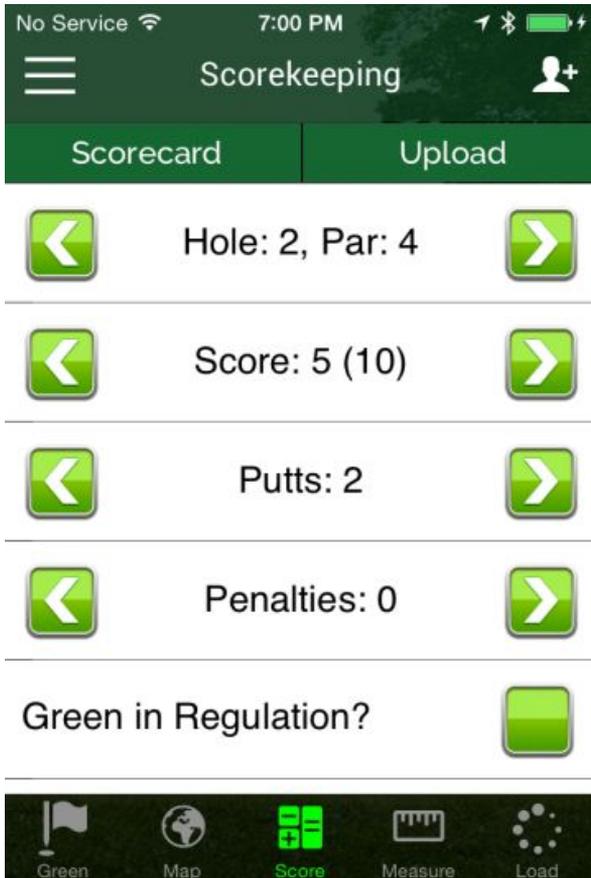


Use this screen to record your strokes for each hole. The arrow buttons on the right will increase the hole or parameter by one (and left arrow will decrease).

Scorecard: Upgrade to FreeCaddie Pro to get a multiplayer scorecard and the ability to track other stats about your game.

**Synchronize:** If other players in your group have FreeCaddie Pro, Synchronize allows your scores to appear on their scorecard. Press "Synchronize" each time you need to update your information.

FreeCaddie Pro:



- Use this screen to record your score and other stats about your game.
- The arrow buttons on the right will increase the hole or parameter by one (and left arrow will decrease).
- Scores entered here are reflected on the scorecard and vice-versa.
- Your current total score is in parenthesis.
- Scroll down to see all stats that can be recorded.
- This information can later be uploaded to your FreeCaddie account to keep track of your game.

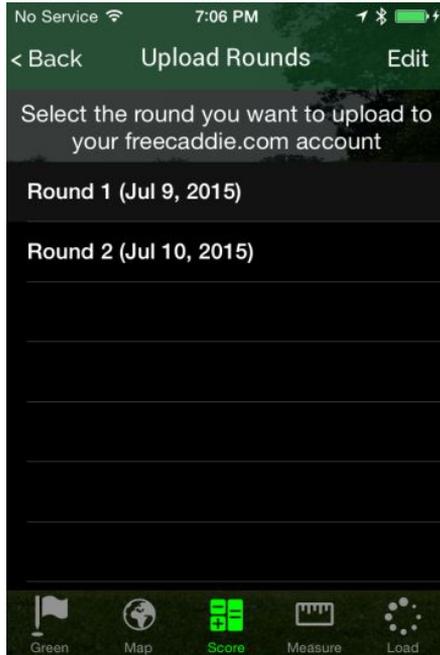
Note: The app can store the information for one round per day. If you are playing a second round on a given day, be sure to upload your 1st round before scoring the 2nd. Loading a new course, or clearing the scorecard will also reset any Scorekeeping entries.

**Scorecard:** Press this to display the multiplayer scorecard.

**Upload:** When you are finished recording the stats for your round, you can upload them to your account at [FreeCaddie.com](http://FreeCaddie.com) by pressing this button. See Upload Rounds screen (below) and Statistics screen for more information.

# Upload Rounds screen (Pro Only)

(press Upload on Scorekeeping Screen)



This screen displays the rounds that you have recorded in Scorekeeping, which are all stored locally on your phone. Each round is identified by date, and there is only one round for a given date.

A round is not included in your statistics until it has been uploaded (copied) to the FreeCaddie website.

To upload a round to your FreeCaddie.com account, simply tap the round and wait for the app to confirm that it has been uploaded OK.

Even after uploading, a copy of the round will persist locally on your phone until you delete it here in the app. Use the “Edit” button to delete rounds you no longer need from your phone (be sure that it has been uploaded first, if applicable).

See section on “Statistics” for more information on how uploaded rounds are used and managed once they are up on the website.

Note: Once uploaded, you cannot delete a round from the website by using the

app. You must use the website for that. See the section about the Statistics screen for more details about deleting and editing uploaded rounds on the website.

## **Scorecard screen (Pro only)**

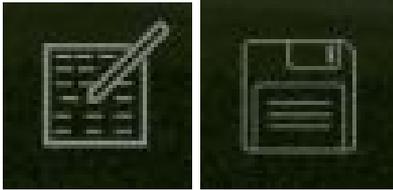
(press “Scorecard” on Scorekeeping, or use shortcut on Green screen)

The scorecard allows you to keep score for the players in your group and the results can be shared with others once you are done. If your playing partners also use the FreeCaddie apps (free or Pro version) to keep score, you can use the Sync feature to get their scores directly from their apps.

Scorecard Controls:



**Add player:** use this to add a player to the scorecard manually. Players may also be added by using the Sync function.



**Edit/Save:** Press edit to add scores (or handicap) to the card. Press save when done to make sure totals are computed.

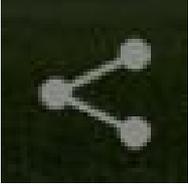


**Sync:** same as pressing "Sync" (see below).



**Clear scorecard:** this will clear all scorecard entries including the players. Will also clear out any data recorded on

Scorekeeping screen, so be sure to upload that first (if applicable).



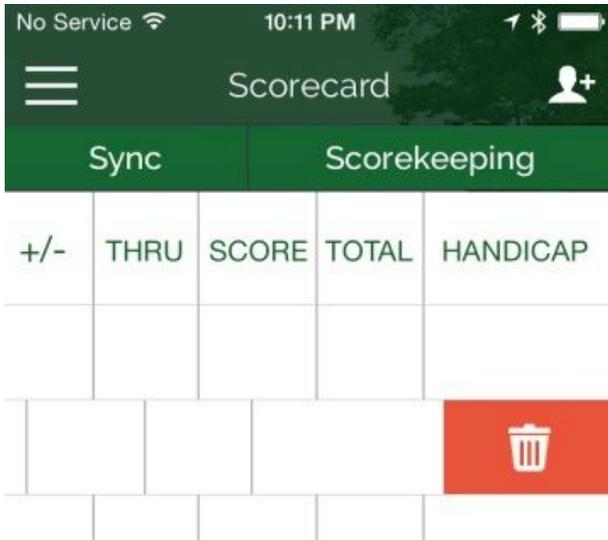
**Share scorecard:** Use this to send a copy (image file) of your scorecard via email, text message, or social media, or to save the image to your phone.

Using the scorecard:

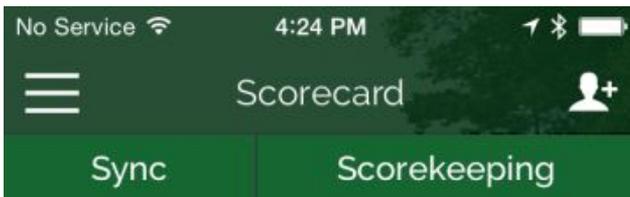
- Your scores are always recorded on the first line, next to your username. The scores entered here will also be reflected on your Scorekeeping screen (and vice versa).
- Totals and +/- are computed and displayed for all players on the right side of the scorecard.
- To enter scores into the card, press the Edit button and then tap the square you want to change. You

can make multiple entries. When done, press the “Save” button and totals will be computed.

- You can enter a handicap for each player (to the right of the totals columns). This handicap is applied to +/- and TOTAL columns and is a simple implementation for friendly play.
- To remove a player: make sure the scorecard is NOT in edit mode. Slide the scorecard to the far right side and then slide the row for the player you want to remove to the left. That will reveal a red trashcan button for that row - press this to remove that row from the scorecard (see image below).



## Other controls:



**Sync:** Press this each time you want to synchronize the scores from other FreeCaddie users in your group to your scorecard. See section below for more details about how Sync works.

**Scorekeeping:** Press this to access the Scorekeeping screen.

## How Sync works:

To get started, you should all be within about 15 yards of each other. Other players must first press Sync in their apps first to send out their data. After that, when you press Sync you will retrieve their data and they should appear on your Scorecard with the scores they have entered so far.

### Notes:

- Sync will grab all players near your location that have pressed Sync in the previous 5 minutes. If you happen to Sync in someone you did not intend, you can delete their row from the scorecard (and they will not be added by any subsequent Syncs).
- Sync data is sent via the internet, so your phones will all need to have

an active data connection to be successful.

Once players are on your scorecard, you do not need to be near each other to get further updates. Players transmit their latest scores by pressing Sync in their apps, and you will retrieve the latest updates every time you press Sync on your scorecard.

Troubleshooting problems:

If you are having trouble getting a player added to your Scorecard (“synced in”), please consider the following:

- Is that player within 15 yards?
- Make sure their GPS is working  
OK: synch will not work if they don't have GPS location information or if it is wrong.

- If you have previously removed that player by deleting their row from your scorecard, the sync operation will no longer add them for the rest of the day. You can reset this by clearing the scorecard using the trashcan icon or by reloading the course. NOTE: both of these operations will erase any scores and scorekeeping information you have entered so far, so this is best resolved at the beginning of your round.

## Map View screen (Pro only): (press Map button)



- This screen gives you an overhead view of the hole. The map is oriented so that the green is towards the top of the screen.
- Distances to all features marked for the hole are shown in white.
- The Map can be panned or zoomed using finger gestures.
- To properly display the map imagery, you will need an active data connection.

### Map Controls:



**Zoom in (+)/Zoom out (-)** - use these to zoom the map in and out. You can also do this with pinch or spread gestures on the screen.



**Flag** - press this to center the Map display on the green.

(Section for Map screen continues on next page)



**Crosshairs** - press this to center the Map display at your current location.



The Cursor can be used to find the distance to any location (useful if a feature is not marked) and also to plan a layup shot:

- Position the crosshairs to get the distance to any point on the hole (scroll the map underneath the crosshairs).

- The lower number is the distance to that point.  
The upper number is the distance from that point to the center of the green.

**Mark Shot screen (Pro only):** (press the Measure button)



Use this screen to measure your shots:

Before moving towards the ball you just hit, press the Mark Shot button. This marks the spot where you just took your swing.

Now as you move towards your ball the distance will increase. Once you arrive at your ball you will have the distance it traveled.

Note: the app does not record this information.

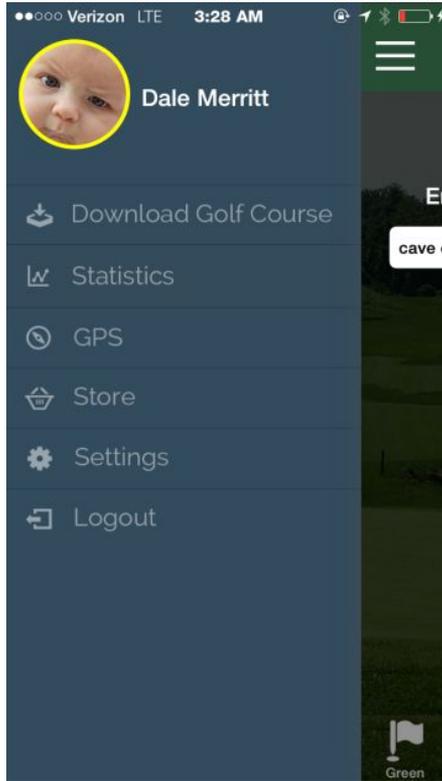
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**Upgrade screen:** (press Upgrade button - free version only)

Use this screen to get FreeCaddie Pro. This will link you directly to the app in the official app store.

## Menu options:

(press Menu button in upper left corner of app)



**Download Golf Course (Pro only):** Another way to get to the Download Courses screen.

**Statistics (Pro only):** Use this to access the stats and trends for the rounds that you have uploaded to your FreeCaddie.com account (see section for Statistics screen for details).

**GPS:** View the GPS coordinates your phone is providing (see section for GPS screen).

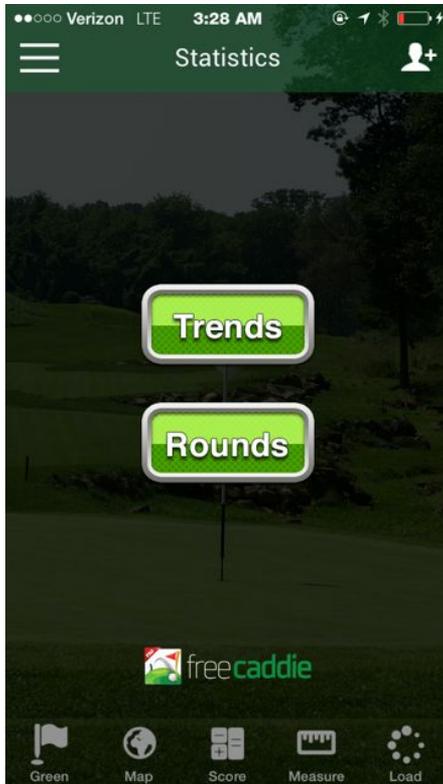
**Store:** Use this to buy in-app upgrades.

**Settings:** Select this to access settings for the app  
(see section for Settings screen)

**Logout:** Logout from your FreeCaddie app.

Note: Logging out will clear any information you have entered into the Scorecard and Scorekeeping screens.

**Statistics screen (Pro Only):**  
(access from app menu)



**Trends:** Press this to access charts depicting the trends for the 10 most recent rounds that you have uploaded. Note: the resulting screen scrolls upward to reveal all of the charts.

**Rounds:** Press this to see scoring and stats for the individual rounds that you have uploaded.

The Rounds screen shows a list of all the rounds that have been uploaded, which can also be filtered to help find what you want. Select a round to see more information about the following:

Scorecard: shows all of the data you entered for that round in a scorecard presentation.

Statistics: shows graphs of your performance during the round (Fairways Hit%, GIR, etc).

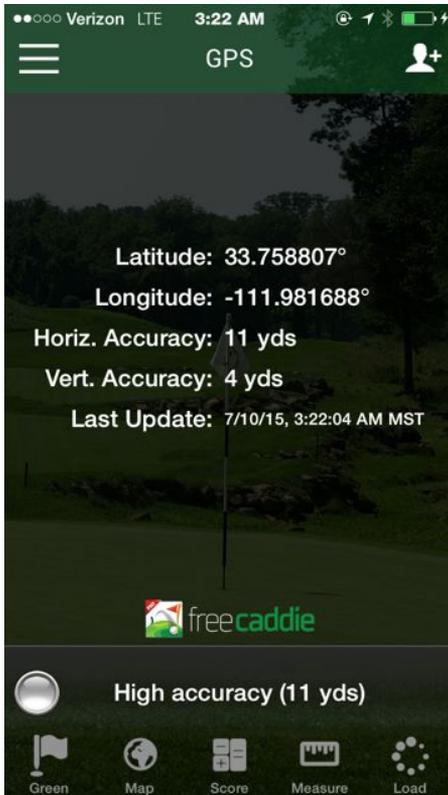
Scoring Summary: graphically shows the scoring breakdown for your round.

The “Back” button in the upper left corner will take you back to the start. The blue arrows near the bottom can be used to go backwards or forwards one step (for example, back out of the scorecard to select the scoring summary for that same round).

Note: You can edit and delete the rounds you have uploaded to your FreeCaddie.com account by logging into the website, then go to Pro Only -> View Rounds.

**GPS screen:**

(access from app menu)



The GPS screen shows your location (Latitude and Longitude coordinates) and can be used to verify that your phone's GPS is working OK and to troubleshoot problems.

If GPS is OK you should see the Last Update field increasing with current time as location updates come in every second. Also, the accuracy indicator light at the bottom of the screen should be blinking on and off as new information comes in.

If the Last Update field is stuck on a past time and is not counting up, your GPS is not providing positions

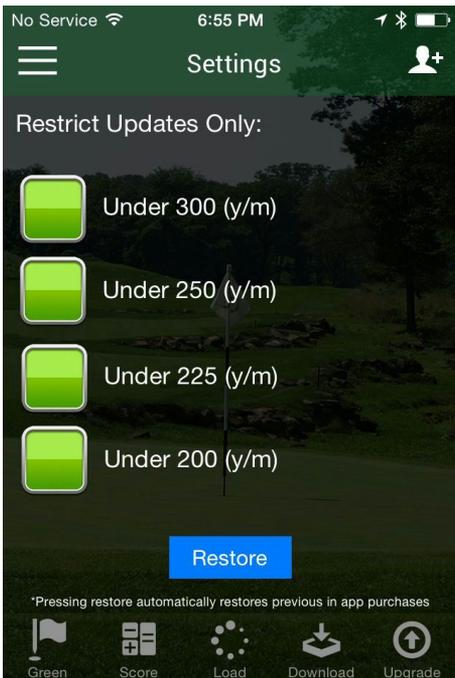
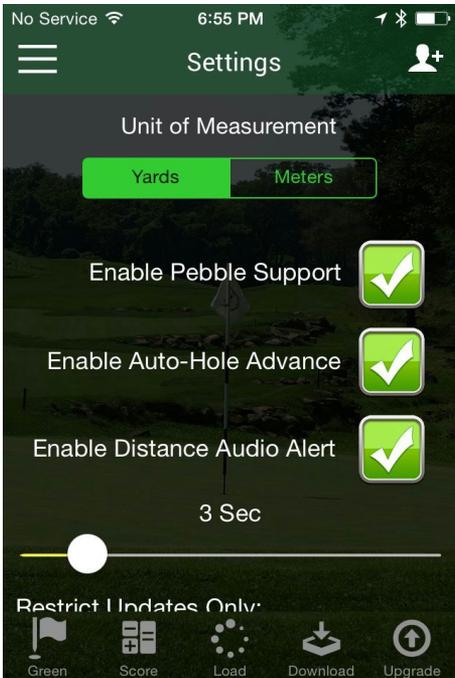
and FreeCaddie cannot compute correct distances.

You might try the following to resolve this:

- Make sure your phone has an unobstructed view of the sky, and is away from large sources of electrical interference.
- Make sure the GPS (“Location Services”) is enabled in your phone’s Settings. You might try turning this off and then on again.
- You might need to reset your phone to correct the problems with your GPS.

**Settings screen:**

(access from app menu)



This screen allows you to enable and configure features in the FreeCaddie app. The screen scrolls upwards to reveal the rest of the fields.

**Units:** select which units to use for all distance measurements.

**Pebble Support:** If you have a Pebble Smartwatch, this box controls whether updates are sent to the FreeCaddie watch app.

The FreeCaddie watch app is included on all Pebble watches and allows you to see the distances to the green and switch holes on the watch with your phone display off and in your pocket. You must be running the Pebble app on your phone for communication to work.

**Auto-Hole Advance:** Enable this feature to have FreeCaddie automatically change to the next hole when you leave the green.

Note: the auto-advance was designed with the idea that the phone would come onto the green with you. If you are leaving your phone in a cart then you may not be getting close enough (within 10 yards of any of the greens markers) for the app to detect that you are finishing out the hole.

**Distance Audio Alert:** Controls whether this feature (a paid add-on) is enabled. This option is only available if you have purchased this feature.

The slider controls the number of seconds delay before the distance will be announced once you have stopped moving. Three (3) seconds is the recommended setting. If the app is making announcements when you are still moving, you might try setting this to 4 or 5 to see if that helps.

Check one of the boxes under “**Restrict Updates Only**” if you would like to only have audio updates when within a certain distance of the green. See the Audio Updates section (below) for more details.

**Restore** button: If you have purchased the Audio Alerts feature (or any future feature) and it is not available, press this to restore any in-app purchases you may have made from the Store screen.

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**Store screen:**

(access from app menu)

Use this screen to make in-app purchases of add-on features and other offers.

**Restore** button: Press this to restore any in-app purchases you may have made from the Store screen. You may need to use this if you have reinstalled the app and your previous purchases are not reflected in the app.

