

RacerMate System Requirements & Setup Notes

RacerMate One & Real Course Videos

- Processor: *Intel or AMD Dual and Quad-core processors preferred.*
- System Memory: *preferred minimum 2GB on Vista, 4GB on Windows® -7/8/10*
- Operating System: *Windows® Vista/Win7/Win8/Win10 (XP is no longer supported after March 2014)*
*Note: A change in Windows 10 has broken Real Course Video (RCV) playback. The issue is being looked into and when a solution is found this note will be removed. For now **RCV is not compatible with Windows 10.***
- Data Communication: *One USB Port per trainer to allow using supplied USB-to-Serial adapter.*
- Video Display Device: *DirectX 9 compatible video card with 256MB dedicated Display memory or higher.*
Note: 3D Cycling with more than one pacer may require 512MB dedicated video memory, or higher.
- CD-ROM drive*: *needed for application software installation purposes only.*
- DVD-ROM drive*: *needed for optional Interactive Real Course Videos, purchased separately.*

Optional Requirements:

- Internet Connection may be necessary for downloading software updates, more courses, ranking etc. RacerMate One and Real Course Video require an Internet connection for registration purposes. Methods to register using remote computer are available if the trainer computer is not connected to the Internet.
- Displaying race graphics on multiple or larger screens is an optional function of the computer and/or video card. If your plan is for large screen displays, consult your computer documentation or a local computer technician for assistance. RacerMate does not provide support for this option.

Common issues & Video Card Recommendations

What you may encounter with any software installation ultimately depends on your PC and your skill-set. Historically the greatest issues with “gaming” software (the foundation of RacerMate software) will be video card related. If you are computer savvy, the following information may help you. If your computer skills are limited, supply this document to your computer technician to help them setup your system.

Video Card Specifications

RacerMate does not currently recommend a particular video card, though ATI/AMD (www.amd.com) and nVidia (www.nvidia.com) video cards are highest rated for anyone who wants to install a new video card or are purchasing a new computer. Intel video cards are part of the ‘bundle of chips’ found on a computer and are always “on-board” video cards - even if you are buying a desktop computer. As technology improves you have a reasonable chance with the Intel chip working OK with gaming graphics, but most reports having to do with graphic problems have Intel video cards. If you are buying a laptop or computer, go for a nVidia or AMD video card upgrade. You’ll pay slightly more for the computer, but it will be worth it due to better support and performance.

No matter the choice our highest recommendation is to make sure the card you purchase today is well supported by the manufacturer with current driver updates. If a replacement video card is needed because driver support for yours ceased years ago, purchase a card from a reputable maker who has a history of good support for their product.

Can I use my current video card? – If your current video card meets our minimum system requirements as shown above, and drivers are reasonably current, it will most likely run our software. Oddities in software graphics are almost always due to drivers. As such you should ALWAYS look to the video card manufacturer for newer video drivers (or even the last driver update they provided) before calling for service or before replacing the video card. Newer drivers are not always better, so sometimes you’ll find “rolling back” to an earlier driver will solve graphic problems.

Setup notes:

The following notes will assist any computer savvy user or technician in setting up the computer for use with your trainer.

1. Installing the USB Adapter - The USB adapter supplied by RacerMate was designed to eliminate any potential for other devices to use it. The driver should install when you plug it into any new computer and should show up as a real serial port device in Windows® Device Manager - Ports section as a USB-to-Serial adapter. The port address (COM_X) it is assigned by Windows® and will be used in the various software applications supplied with your trainer.

If for some reason the driver does not automatically install, you can download the driver for the RacerMate USB adapter at the following site: www.ftdichip.com
Go to their Drivers page link and look for VCP (Virtual Com Port) drivers for your operating system.

2. Power Management Settings and Screen Savers - All current RacerMate software will override screen saver and power management settings, but in rare cases and with older software the power management setting may need to be adjusted by the end-user to eliminate the potential of the computer trying to go to sleep due to inactivity. Power Management settings are found within the Screen Saver utility and should be extended longer than your longest expected ride duration.

3. DirectX, C++ redistributables, Xvid, etc. - We may use 3rd-party support tools when developing software. The application needing them will typically ask to install these when you are installing that application. In some cases Windows® will already have these installed or ready to install. If you launch software and see an error claiming “can’t find” some file, you can usually look on the installation disc, Microsoft web site, or our web site for these drivers.

4. Of PC's, Video Cards and Updates - It is no secret that a new computer is already out of date a year or so after it is purchased. Many opt to use their old computers with the trainer and buy a new one for the home. Knowing this, RacerMate has always attempted to write software to run satisfactorily on what would be considered today as “older technology” computers. Video graphics will be the first “tell” of having problems, so if you encounter graphic issues when running our programs, and the latest video drivers (or a roll-back to earlier drivers) do not fix them, it will mean an update to the video card or computer is in your future.

5. For the latest information - Check our web site and forum, both of which can be found at www.racermateinc.com

Common Q&A:

I cannot start my ride from my controller! I can ride in the calibration screen, but trainer isn't working with the other programs -

On the race staging screen (where you select the course you want to ride), there is a Rider Setup in the top left of the screen. You do not have your rider on the same line as the location of your trainer. Press Edit/Setup next to Rider and select (presumably) Position 1 to set your rider profile to that spot.

I get a message saying No Hardware Found when I launch the software.

This is usually the USB adapter driver not being installed or a faulty cable to the computer from the trainer. First see the note above about Installing the USB adapter, but you can also email service@racermateinc.com for further advice.

I'm trying to register my RacerMate One software and it is complaining in some way.

The software CD-Key can be installed two times on two computers. If you try a third computer install it will complain. If you registered before and do not use the same email and password as before, or use a CD-key registered by some other user - the registration tool will also complain. For any of these contact service@racermateinc.com providing the CD-Key and we will work with you to resolve the issue.

For help with other issues, go to www.racermateinc.com and go to Support - Help Center & FAQ



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