

Minimum System Requirements & Setup Notes

RacerMate One & Real Course Videos

- Processor: *Intel Pentium 4 (or equivalent) and higher. Dual and Quad-core processors preferred.*
- System Memory: *preferred minimum 2GB on Vista, 4GB on Win-7/8*
- Operating System: *Windows® Vista/Win7/Win8 (XP no longer supported after March 2014)*
- Data Communication: *One Serial Port or USB Port per trainer.*
- Video Display Device: *DirectX 9 compatible video card with 256MB dedicated Display memory or higher. Note: Running 3D Cycling with more than one pacer may require more video RAM. An optimal system will have 512MB dedicated video memory, or higher.*
- CD-ROM drive: *needed for application software installation purposes only.*
- DVD-ROM drive: *needed for Interactive Real Course Video installation, when installed separately.*

Optional Requirements:

- Internet Connection. Though not required to run RacerMate applications, it will be necessary for downloading software updates, more courses, ranking etc. Both RacerMate One and each Interactive Real Course Video will require an Internet connection for registration purposes, but methods are available to use a remote computer to register these applications if the trainer computer is not directly connected to the Internet.
- Connection to a large-screen TV is a function of the computer video card. If this is your plan, consult your computer documentation for assistance. RacerMate does not have documentation available to help users enable external display settings.

Commonly Addressed issues & Video Card Recommendations

Computers are complex and what you may encounter with any software installation may ultimately depend on your PC. By far, the greatest issues you will have with “gaming” software (the foundation of what RacerMate develops on) will be a lack in the video card. If you are computer savvy, the following information may help you. If your computer skills are limited, you can supply this document to your computer technician to help them make the CompuTrainer run right the first time – and every time.

Video Card Specifications

RacerMate does not currently recommend a particular brand of video card, although there are a couple makers we consider to be at the ‘top of the pile’. Currently ATI/AMD (www.amd.com) or nVidia (www.nvidia.com) video cards are highest rated for anyone who wants to install a new video card.

Intel also makes video cards, but these are part of the ‘bundle of chips’ you find on the computer and are considered “on-board” video cards. These cards are OK to try and we give them a 50/50 chance of working OK for you. If you are buying a laptop or computer, go for an nVidia or AMD video card upgrade. You’ll pay maybe another \$50 for it, but it will be worth it in the end due to longer and better support.

Regardless of the maker our highest recommendation would be to make sure the card you own today is supported by the card manufacturer with current video 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.

So, can I use my current video card? – If your current video card meets our minimum system requirements as shown above, it will most likely run our software. If oddities in the graphics display occur, 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.

Video Card Recommendations - continued:

The following is a summary of issues you might need to know before upgrading a video card.

Video Cards in Proprietary Computers, On-Board Video - Most computer manufacturers supply their video cards as an integral part of the computer's motherboard; like the Intel card mentioned earlier. In certain low cost models, these cards are often limited in both the amounts of Video RAM (memory) and future video driver updates. If this is not a laptop, installation of newer, faster, third party video cards can improve performance. In general, if the video card driver is as new as you can get, but the software fails to display correctly, it's time for a better video card.

PCI bus video card - PCI video is pretty old - ending near the end of the 20th century. If this is what your computer has to support adding a new video card, it's probably time for a new computer.

AGP (Accelerated Graphics Port) video cards - introduced with the Pentium II computer this type lasted almost 10 years. AGP once provided the best choices for the Computer Gamer but was replaced with the even faster PCI-Express cards about 10 years ago at this writing. So, sadly, if AGP is your current choice for adding a new video card, it is again time for a new computer.

PCI Express - PCIe was introduced in 2003 this type is the new standard for video cards and have only increased in speed since. Before you can upgrade a PCIe video card, check the power requirements on the computer or computer motherboard documentation as to what type of card you can install. Install only a replacement card compatible with the computer mainboard. If you have a computer with a card of this type, check memory size first and if adequate for minimum requirements, then get the latest driver for it (if available) before spending money on an upgrade.

PC 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 with CompuTrainer 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. What port address it is assigned by Windows® will be used to setup communication in the various software applications supplied with your trainer.
- 2. Power Management Settings and Screen Savers** - All current RacerMate software will override screen saver and power management settings, but in some cases 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 use each of these in some way, but the application needing them, or Windows®, will already have these installed or ready to install. If you see an error calling one of these out as missing, you can look on the installation disc, or the Microsoft web site, or our web site for these drivers.
- 4. Of PC's, Video Cards and CompuTrainer** - 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



Maker of CompuTrainer™ and Velotron™

3016 N.E. Blakeley St. Seattle WA 98105
(206) 524-7392 Toll Free (800) 522-3610 Fax (206) 523-4961
E-mail: service@racermateinc.com • web site: www.racermateinc.com