Frequently Asked Questions

Q1. What is FIDO HOME NV-3501P?

FIDO HOME NV-3501P is a steel tip/soft tip dart board which consists of a dartboard, a surround, a led strip lighting, an auto scoring PCB and a Fido game App.

You could play FIDO HOME via your iPhone/Android phone or iPad with a lot of fun.

No matter you are a fan of dart sport or a social dart player, FIDO HOME best fits your need for both of skill and entertainment requirement.

Q2. What's the difference between FIDO HOME Model name NV-3501P and NV-3502P?

NV-3501P is made of steel case, the weight is 12.5kg, classical style.
NV-3502P is made of plastic case, the weight is 10 kg, stylish style.

Q3. What's the difference between FIDO Mini NV-3302P and FIDO HOME NV-3501P?

FIDO Mini NV-3302P is basically for Business Purpose, however, FIDO Home NV-3501P is for Home Purpose.

NV-3302P has more supports for business, for example: HDMI port for big TV screen, Robust hardware design, League system support, Income report, Coin/Bill Acceptor accessory option.

NV-3302P is something like a computer, however, NV-3501P is something like an App based game, you need to have a iOS/Android platform for smart phone or iPAD to support your home solution.

NV-3501P is best for Individual.

Q4. What are the supported smart phone and pad for FIDO HOME?

iOS 15 or upper
iPad pro, iPad Air 3 or upper, iPad mini 5 or upper
iPhone X or upper

Android 12 or upper
Android smart phone and Android Pad.

Q5. Does FIDO HOME product include lighting?

Yes, FIDO HOME includes led lighting, so you don’t need to buy the lighting any more if you have bought FIDO HOME.

Q6. Does FIDO HOME product include webcam for global match?

Yes, FIDO HOME includes a webcam, so you could play against your friends for global match and see him/her face to face.

Q7. Can I connect big TV to FIDO HOME?

FIDO HOME does not include HDMI port, so you can not connect FIDO HOME directly to big TV via HDMI cable.

However,you can adopt HDMI adapter (such as USB Type c to HDMI) to convert your smart phone screen into big TV screen.

Q8. How many games does FIDO HOME include?

- **Global Match** (501, PRO 501, Cricket, Countup...)
- **Practice System** (Consistency, Bullseye,T20 99 darts, Checkout, Doubles)
- **Fun Games** (Bingo, Snakes & Ladders, Boxing, Warship, Beverages, Donkey Derby)
- **Classic 01 Games**
- **Count-Up**
- **PRO x01**
- **Cricket** (Standard, Cut Throat, Tactics)
- **Tournament System**

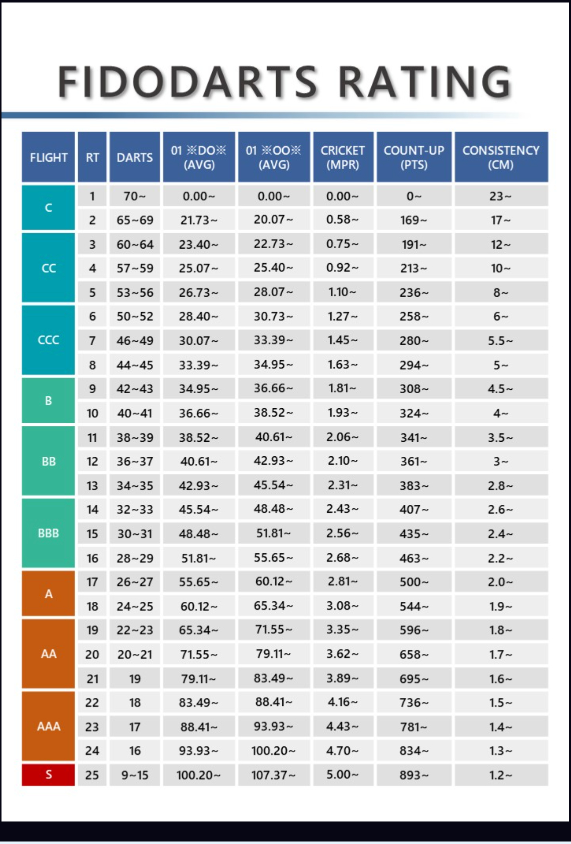
Q9. What is PRO X01?

PRO X01 means the counting of darts is based on the rule of steel tip darts, i.e. “count per 3 darts”, not “count per dart”.

And “no check out reminding hints“ for PRO x01. However, X01 is more like soft darts style, so you could play X01 one count per dart, and you will get the check out reminding hints for x01 game.

Q10. Does FidDarts have a rating system for the different levels of dart skill?

Yes. FidoDarts has a rating system for the different levels of dart skill.



FIDODARTS RATING

FLIGHT	RT	DARTS	01 ※DO※ (AVG)	01 ※OO※ (AVG)	CRICKET (MPR)	COUNT-UP (PTS)	CONSISTENCY (CM)
C	1	70~	0.00~	0.00~	0.00~	0~	23~
	2	65~69	21.73~	20.07~	0.58~	169~	17~
CC	3	60~64	23.40~	22.73~	0.75~	191~	12~
	4	57~59	25.07~	25.40~	0.92~	213~	10~
	5	53~56	26.73~	28.07~	1.10~	236~	8~
CCC	6	50~52	28.40~	30.73~	1.27~	258~	6~
	7	46~49	30.07~	33.39~	1.45~	280~	5.5~
	8	44~45	33.39~	34.95~	1.63~	294~	5~
B	9	42~43	34.95~	36.66~	1.81~	308~	4.5~
	10	40~41	36.66~	38.52~	1.93~	324~	4~
BB	11	38~39	38.52~	40.61~	2.06~	341~	3.5~
	12	36~37	40.61~	42.93~	2.10~	361~	3~
	13	34~35	42.93~	45.54~	2.31~	383~	2.8~
BBB	14	32~33	45.54~	48.48~	2.43~	407~	2.6~
	15	30~31	48.48~	51.81~	2.56~	435~	2.4~
	16	28~29	51.81~	55.65~	2.68~	463~	2.2~
A	17	26~27	55.65~	60.12~	2.81~	500~	2.0~
	18	24~25	60.12~	65.34~	3.08~	544~	1.9~
AA	19	22~23	65.34~	71.55~	3.35~	596~	1.8~
	20	20~21	71.55~	79.11~	3.62~	658~	1.7~
	21	19	79.11~	83.49~	3.89~	695~	1.6~
AAA	22	18	83.49~	88.41~	4.16~	736~	1.5~
	23	17	88.41~	93.93~	4.43~	781~	1.4~
	24	16	93.93~	100.20~	4.70~	834~	1.3~
S	25	9~15	100.20~	107.37~	5.00~	893~	1.2~

Q11. Does FIDO HOME support Handicap?

Yes, it includes both of manual handicap and auto handicap,and it support sandbagging.

You can find out the one who cheated in the tournament since he/she performs a rating much higher than the supposed one, and over the threshold that organizer defined before.

Q12. Does FIDO HOME support Tournament system?

Yes. Fido Home supports Tournament system with Round Robin, Single Elimination/Double Elimination, Bracket, Schedule, Leader board, Board Number Management, Handicap, Sandbagging, Online/Local, International/Domestic tournament.....

Q13. Does FIDO HOME support League system?

No, Not yet.

Q14. Could I join the Online/Local tournament via my FIDO HOME?

Yes, If you have paid the monthly fee and be our Premium, you could join the Online/Local tournament via FIDO HOME.

Q15. Is FIDO HOME suitable for business in Bar/Pub/Dart Center?

FIDO HOME does not support league system, however, League is the soul for business, furthermore, it does not include coin acceptor, bill acceptor, payment card, Speaker, Big screen...So it is not suitable for business place (Bar/Pub/Dart Center).

If you have the requirement of business purpose, we suggest that you buy NV-3301P/NV-3302P/NV-3202P for your Pub/Bar/Dart Center.

Q16. Does FIDO HOME support customized themes (desktop background)?

Yes

Q17. Could I use my own dartboard to FIDO HOME?

Not necessary, FIDO HOME supports both of the soft tip dartboard and steel tip dartboard, you could change it whatever you want.

In addition to that, we also supply the top end Winmau Blade Triple Core dartboard and Softip dartboard of business level.

Regarding to the soft tip dartboard, it has the features of high On-target rate, lower noise, higher C/P value, easy maintenance. You could push the broken soft tip into the hole by pressing them into the case of inner side of soft tip dartboard.

Since you could buy the high quality steel tip dartboard at low price, why you insist on buying your own dartboard?

Supported dart board list :

- WINMAU BLADE 6 TRIPLE CORE
- WINMAU BLADE 5
- Unicorn HD2
- ADA Bristle Dartboard
- FIDO A1-FT Soft Tip Dartboard
- Trinidad 15” Bristle Dartboard (the soft dart board segment spec, but the bristle material)

Q18. How can I replace or rotate the dartboard to extend the life of dartboard?

It’s extremely easy since FIDO HOME includes a patented dartboard with 10 magnets built in the back side of it. What you need to do is to follow the SOP :

1. Pull out the front cover,
2. Remove the Acrylic plate,
3. Remove the 4 fixture nails (located at position of Number 4,15,16,9),
4. Remove the PU surround,
5. then you could rotate/replace the dartboard.
6. After that, you could Place the PU surround back,
7. Place the 4 fixture nails back (located at position of Number 4,15,16,9),

4,13,16,9),

8. Place the Acrylic plate back,
9. Place the front cover back.

Q19. Is there any accessory for FIDO HOME?

Yes. FIDO Matt for oche line and FIDO Sticker for oche line.

With FIDO Matt/Sticker, you could throw your darts at the correct distance easily.

Q20. Are there any free darts for FIDO HOME product?

No, FIDO HOME does not include free darts for shipping, however, we have provided some kinds of high quality winmau darts for dart players as an option.

Q21. About the soft tip dartboard(Model name: FIDO A1-FT), can I push the broken soft tip into the hole of dartboard?

Yes. You could push the broken soft tip into the hole of FIDO A1-FT soft tip dartboard since FIDO A1-FT soft dartboard is belonged to the business level.

Q22. How do I install my FIDO Home?

There are 2 ways to install your FIDO Home.
The first is to adapt a dartboard stand, the other is to mount it onto the wall.

1. We have provided W1-S Fido Dart Board Stand for you for the first approach. Easy Assembly.

2. Mount it onto the wall

There’re many ways to mount the dartboards onto the wall. We introduce one way for you as shown below:

1. Pull out the cover,
2. Remove the Acrylic plate,
3. Remove the 4 fixture nails (located at position of Number 4,15,16,9)
4. Remove the PU surround,
5. then you could mount the dartboard to the correct position so that the center of dartboard is at 173cm high.
6. After that, you could place the PU surround back,
7. Place the 4 fixture nails back (located at position of Number 4,15,16,9)
8. Place the Acrylic plate back,
9. Place the wood cover back.

Finally, you could check the height and position of dart board is correct or not?

Q23. How many Apps do I need to install while playing FIDO HOME?

There are two Apps from FidoDarts.

One is the FIDO HOME for playing games, the other is the FIDO RECORD for viewing the records.

FIDO RECORD is not a must if you just play darts for fun.

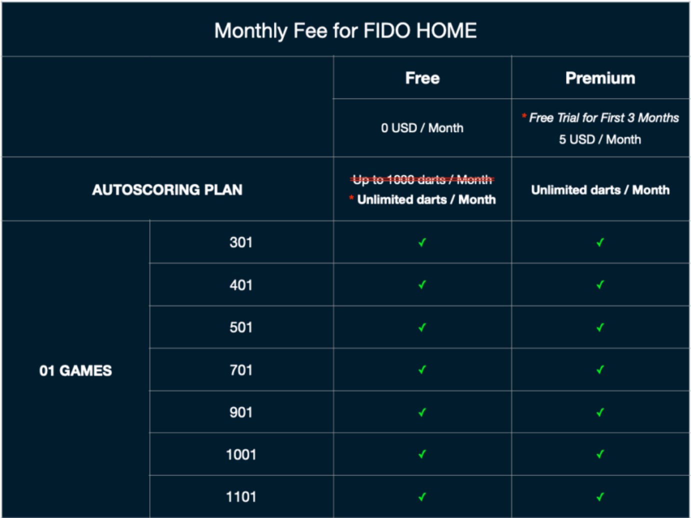
Q24. What’s the benefit of paying the monthly fee for FIDO HOME?

1. You could get PRO mode games. It means the counting of darts is based on the rule of steel tip darts: “count per 3

darts”.

2. You could get Practice Games for high scoring, checkout, doubles…
   PRO and Practice Games best fit the professional’s requirement.
3. You could get Fun Games (Bingo, S&L, Ships, Boxing, Beverages, Donkey Derby)
   Fun Games best fit the social darts players.
4. You’ll enjoy unlimited Global Match sets each month.
5. You could join the online or local tournament to extend your view of darts.
6. You could know where you are while training your skill of darts by keeping your record/rating data for your reference in the FIDO RECORD app.
7. You could customize your theme (desktop background) on the FIDO HOME.
8. You could get the software update frequently.

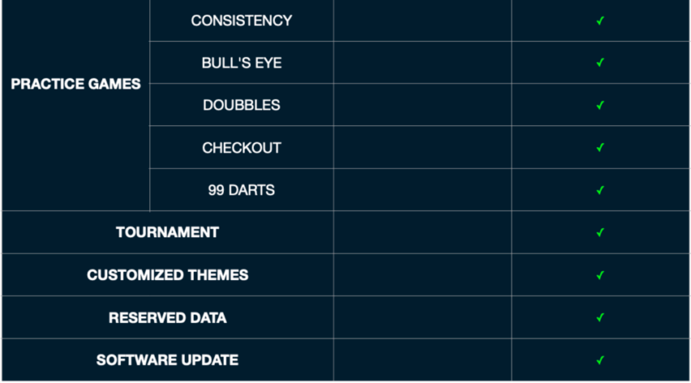
Attached is the table for Free and Premium:



Monthly Fee for FIDO HOME

		Free	**Premium**
		0 USD / Month	* *Free Trial for First 3 Months* 5 USD / Month
AUTOSCORING PLAN		~~Up to 1000 darts / Month~~ * **Unlimited darts / Month**	**Unlimited darts / Month**
01 GAMES	301	✓	✓
	401	✓	✓
	501	✓	✓
	701	✓	✓
	901	✓	✓
	1001	✓	✓
	1101	✓	✓

CRICKET	STANDARD CRICKET	✓	✓
	CUT-THORAT CRICKET	✓	✓
	TACTICS CRICKET	✓	✓
COUNT-UP	STANDARD COUNT-UP	✓	✓
	EVENT COUNT-UP	✓	✓
	3 DARTS COUNT-UP	✓	✓
	9 DARTS COUNT-UP	✓	✓
GLOBAL MATCH	GLOBAL 501	4 sets / Month	Unlimited sets / Month
	GLOBAL PRO 501		
	GLOBAL CRICKET		
	GLOBAL COUNT-UP		
	GLOBAL BINGO		
FUN GAMES	BINGO		✓
	SNAKES & LADDERS		✓
	WARSHIPS		✓
	BOXING		✓
	BEVERAGES		✓
	DONKEY DERBY		✓
PRO GAMES	301		✓
	401		✓
	501		✓
	701		✓
	901		✓
	LOOP 301		✓



PRACTICE GAMES	CONSISTENCY		✓
	BULL'S EYE		✓
	DOUBBLES		✓
	CHECKOUT		✓
	99 DARTS		✓
TOURNAMENT			✓
CUSTOMIZED THEMES			✓
RESERVED DATA			✓
SOFTWARE UPDATE			✓

Q25. If I want to play FIDO HOME with multiple people, do we all need a Premium subscription?

No. One Premium subscription per FIDO HOME device is enough. The subscription is tied to the hardware, not individual user accounts — so everyone using the same device can enjoy all Premium features.

Q26. Monthly fee is based on USD, why did I see TWD (Taiwan Dollar) while I was paying the monthly fee?

It’s normal. Fidodarts is located in Taiwan, no wonder the currency is TWD (Taiwan Dollar).

Q27. FIDO RECORD is for viewing the record of FIDO players, Is this App free?

Yes, It’s free now.

Q28. Does the price of FIDO HOME include the shipping cost and VAT?

No, it does not include the shipping cost and VAT.

Q29. Why do I choose Fidodarts?

Fidodarts is the first company to provide original innovative steel tip dartboard auto scoring solution since 2013, We have a lot of patents to protect our core technology.

We have a lot of experience in League/Tournament and Bar/Pub for the past 10 years, the fastest response time of detection, the highest accuracy of darts detection, the best league system, tournament and broad casting system.

It's your best choice to select FIDO HOME as your home solution of darts.

Q30. How long is the warranty for FIDO HOME NV-3501P?

Warranty is one year, however, dartboard, Surround and Cover… all of these mechanical parts are not included. You could refer to FIDO Warranty document for more information.

Q31. What is the warranty policy for FIDO HOME?

If some problem happened, you could either “Return it to us for repairing on your cost, and after the fixing, we will deliver it back to you on FidoDarts'cost.” while the FIDO HOME is under Warranty.
Or “We send the spare parts to you, then you DIY to fix the problem.“
For details, please refer the information shown below.

FIDO Home – Warranty Policy