Welcome and Setup Information for Conference Member Institutions

StatBroadcast has partnered with your conference for this academic year to assist and streamline the process of transmitting live stats XML files to their destinations from live events.

The StatBroadcast Broadcastr software will enable member schools to send stats in real-time to the conference scoreboard (as well as additional FTP destinations at the request of the conference office).

If you use TASFTP or another provider's app to send live stats (Presto, Sidearm), you should be able to use StatBroadcast simultaneously with that software without issue.

Downloading and Installing the Conference Broadcastr app

1. First, update your StatCrew software to this year's latest version

StatCrew Software automatically disables its ability to generate live stats XML files on July 31 and you will receive a 'License Expired' message on trying to start an event.

In order to run live stats on any XML-based platform (including StatBroadcast, CBS, Neulion, Sidearm, Presto, etc.), you will need to purchase and install this year's update to your StatCrew software from http://www.statcrew.com.

Please note: StatBroadcast is not affiliated with StatCrew software.

2. Download and install StatBroadcast Conference Broadcastr

The download can be found at the URL provided by your conference.

Note: You will need Administrator Access to your computer to install this software. If you are receiving errors overwriting files, you may need your Campus IT staff to temporarily unlock your computer.

We recommend updating your StatCrew installation before setting up Broadcastr.
Installing a StatCrew update for a sport will erase your 'Live Setup' settings and require Broadcastr to go through the configuration process again.

Setting Up your StatCrew Computer with StatBroadcast

Initial Sport Setup

*do this **the first time you install a StatCrew update for each sport** on each scoring computer:*

1. **Launch the Conference Broadcastr app**.
   You will be prompted to select your version of StatCrew. Select '**YES'** to indicate you are using StatCrew Legacy.
   If prompted to load a new event, select 'No'.

2. **Press the the dark gray button labeled 'Configure StatCrew.'** (on the right side).
   This function will attempt to configure your StatCrew settings and create a folder for XML Select your corresponding StatCrew sport.

3. **Press OK once you received the 'Configured successfully' message.**

Game day Setup

do this before **every** game **(make sure to follow all six steps):**

1. Open up **StatCrew Game Reports** and select your game.

2. From the **Live menu**, choose **Live Setup** and in the popup window, check the box next to **Activate** and press OK.

3. From the **Live menu**, select **'Send stats files'**.

4. Launch **StatBroadcast Broadcastr** and **press 'Yes'** when asked to load a new event.
   S**elect your event** from the list and press **'Load Configuration'**.
   If your event is not present, please contact the conference office immediately to have it added to the schedule.

5. Press the green button labeled **'Start Transmitting'**

6. **Score your game** in StatCrew

Obtaining Tech Support

If you should run into problems at any point with any aspect of our service, including setup, sending your XML, managing events, viewing live stats, please feel free to contact our central point of tech support below:

support@statbroadcast.com
Toll-free: 1-855-838-2841

Immediate phone support is available during our <u>Regular Support Hours</u> only:
> **Mon - Fri 9AM - 6PM PST**
> **(and Saturdays during football season 9AM-6PM PST)**

Troubleshooting Broadcastr Issues

Previous game's live stats are showing
Try each of these steps to resolve
- Exit StatCrew Game Reports and reopen. Be sure to re-check Activate in Live Setup
- In Game Reports, change the 'XML filename' on the right; add or increase a number after the current name (ex. event -> event1)
- In Game Reports, make sure Auto-copy files is checked and a location is set in Target Directory
- Make sure the Target Directory set in Game Reports exists on your computer.
- In Broadcastr Advanced Settings -> Transmission Settings, make sure the location of the XML file to transmit matches the following settings in Live Setup: 'XML output - Target Directory' + 'XML filename' + .xml

'XML file could not be found'
If an event has not yet started or the destination folder does not exist, StatCrew will not generate an initial XML file to send via FTP.
1. Ensure that the 'target directory' specified in Game Reports – Live Setup – Copy File Settings exists on your computer.
   > Do this opening 'My Computer', looking on the drive you specified (i.e. C:) and looking for the folder (i.e. xml). If the folder does not exist or was not automatically created by Broadcastr, go the file menu and create a new folder.
2. Create a pre-game XML file from Stat Crew.
   > In Game Reports, go to the Live menu and select 'Send Stats Files'.
   > Note: In TAS Baseball, activating a live stats feed before entering starting lineups for both teams will cause Game Reports to crash.

'No Internet connection available'
If your Broadcastr is able to connect and load an event configuration, but then fails to connect to the FTP servers (showing the error 'An internet connection is not available'), your network may be blocking FTP access.
To switch Broadcastr into HTTP mode:
> Press the Advanced Settings button
> Check the box next to 'Enable HTTP Mode for Transmissions'
> Press Save and try transmitting again.

In HTTP compatibility mode, your XML files will be transmitted to our servers first via HTTP (webpage) and then FTP'd to your assigned destinations.