

Quick Start Guide 2017-2018

Setting Up StatBroadcast on your StatCrew Scoring Computer

Transmitting stats to StatBroadcast for live viewing requires an application on your scoring computer called StatBroadcast Broadcastr and some minimal configuration steps to work with StatCrew:

Download and Installs

do this immediately on your scoring computer:

1. **Update your StatCrew software to this year's latest version**
The latest version is required for the live XML function
2. **Download and install StatBroadcast Broadcastr 8.0 or higher**
Download instructions can be found on the following page

Initial Sport Setup

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

1. **Launch the StatBroadcast 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.
After logging in, **select your event** from the list and press **'Load Configuration'**.
5. Press the green button labeled **'Start Transmitting'**
6. **Score your game** in StatCrew

Postgame – *Optional steps*

do this after your game is completed and you have entered final information in StatCrew (duration, records, etc.)

1. Click the red **Stop Transmitting** button
2. Click the purple **Wrap Up Event** button.
3. Change the Event Status from 'Not Completed' to '**Completed**'
4. If you wish to send final stats PDF to a distribution list, check the box and select your list from the dropdown.
5. Press **Save** and close Broadcastr once wrap up completes.

Downloading **StatBroadcast Broadcastr 8.0**

StatBroadcast's latest version of the Broadcastr FTP software is version 8.0 (released in July 2017). **Version 8.0 or higher will be required for the 2017-18 academic year.**

The software download is available at :

<http://software.statbroadcast.com>

****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.

Additional FTP Destinations

This application also has the ability to simultaneously send your live stats to up to six additional FTP destinations (including ESPN, Neulion, Sidearm, etc.) as well as a networked computer or scoreboard, if needed. These FTP destinations can be configured when you add schedules, add events, edit events or can be setup manually within the app.

It is recommended that you set up the default information for those destinations on your profile before entering your schedules at <http://statbroadcast.com/admin/ftps.php> . FTP Information for ESPN.com is already available to each school and will appear as an option on the Add Event and Add Schedule screens.

For more detailed and manual setup instructions as well as troubleshooting hints and tournament instructions, please visit our support page at <http://support.statb.us>, You will find both PDF documents and a walk-through videos to guide you.

Should you encounter any difficulties or issues during the setup process, please feel free to contact us and we can walk you through the process step-by-step to identify any specific issues relating to your setup.

Obtaining Tech Support (Important policy changes for 2017-18)

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 Regular Support hours only:
Mon - Fri 9AM - 6PM PST
(and Saturdays during football season 9AM-6PM PST)

Off-hours Tech Support Policy:

Outside of regular support hours, the support line will go straight to voicemail. If you have an urgent support need outside of these regular hours, please send an email or leave a voicemail and we will respond as needed as quickly as possible.

The following information must be included in your message:

- School name
- Your Name and Callback Number
- Brief description of the issue

Messages that do not include all three pieces of information cannot be returned.

Please do not make multiple, repeated calls to the support line as that will not affect the urgency of your request and it interferes with our ability to provide support.

Troubleshooting Broadcast 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.