Quick Start Guide
Setting Up StatBroadcast on your TurboStats Scoring Computer

Please note: this guide and download applies to TurboStats setups only.

Download and Installs

do this immediately on your scoring computer:

1. **Update your TurboSTats software to the latest version**
   Note: you must have a Turbostats subscription level that provides live XML output)
2. **Download and install StatBroadcast Broadcastr** 10.0 or higher
   Download instructions can be found on the following page

Initial Sport Setup

*do this **the first time you use StatBroadcast with a sport for TurboStats** on each scoring computer:*

1. **Launch the TurboStats app for your sport**.
2. Select your game and **enter the scoring screen**
3. Click on the **Preferences button ('Prefs')** located in the lower center-left of the screen
4. Click on the **Options/Webcast tab** at the top
5. Under the dropdown list labeled '**Hosting site**', select **Local File XML**
6. **Set the path (defaults to C:\BASKET\)**
   If a default path is not set, click the browse button and click any file in the BASKET folder to set
7. **Launch StatBroadcast Broadcastr and when prompted if you are using StatCrew Legacy, select 'No'**

Game day Setup

do this before **every** game**:**

1. Start the live feed in TurboStats by clicking the **'Post Online' button** on the lower left side of the screen and then **choose 'Webcast'**
2. Minimize the Local XML window ***DO NOT CLOSE***
3. 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'**.
4. You will then be prompted to locate the XML file.
   By default, it should be located at *C:\BASKET\turbostats.xml*
5. Press the green button labeled **'Start Transmitting'**

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. To create an event archive (generate final book and preserve stats), check 'Create Archive'
5. If you wish to send final stats PDF to a distribution list, check the box and select your list from the dropdown.
6. Press **Save** and close Broadcastr once wrap up completes.

Downloading **StatBroadcast Broadcastr**

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.

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

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)**

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 Common Broadcastr Issues

'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.