

TROUBLESHOOTING PLAYBOOK

A guide to troubleshooting on-site BallerTV issues



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You may experience issues with equipment or technology on-site. Please find what seems to be your issue below and follow the instruction. For additional help, please contact our support team at (626) 427-6928.

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IPAD TROUBLESHOOTING

1a. Updating the App

You may notice you have an outdated version of any of the BallerBroadcast, BallerBeta or i1 apps. The outdated version will be noted in **red** at the bottom of the app home screen. To update the app:

1. Verify if you want to update BallerBroadcast, BallerBeta or i1-Primary
2. Tap on the app on each device that states 'Update BallerBroadcast', 'Update BallerBeta,' or 'Update i1-Primary'
3. Install the update and wait for the installation to complete
4. Relaunch the app you have just updated and verify the correct version number is displaying at the bottom
5. Enter the proper Court Login and continue using the app

The new app version will then be in **green** at the bottom of the app.

1b. Unresponsive App

You may notice the BallerBroadcast or BallerBeta app will not open or respond. If the app has been updated and is still not responding, you may have to delete the app and reinstall it:

1. Open **Settings** > General > iPad Storage > BallerBroadcast app > Delete app
 2. Verify if you want to update BallerBroadcast, BallerBeta or i1-Primary
 3. Tap on the app on each device that states 'Update BallerBroadcast', 'Update BallerBeta,' or 'Update i1-Primary'
 4. Install the update and wait for the installation to complete
 5. Relaunch the app you have just updated and verify the correct version number is displaying at the bottom
 6. Enable all services it requests you to enable or allow
 7. Enter the proper Court Login and continue using the app
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1c. Serial Number Error

You may receive an **error pop-up** regarding an incorrect Serial Number.

1. Open **Settings** > General > About
2. Make sure the iPad Name at the top *matches* the Serial Number
3. If they do not match, enter the Serial Number as the *name* of the iPad
4. Restart the iPad
5. Open up the BallerBroadcast app and enter the Court Login

IPAD TROUBLESHOOTING

2a. Invalid Court Login Error

When on the BallerBroadcast app, you may notice a **red** pop-up banner at the top signaling “Invalid Court Logins.” To fix:

1. Verify you have entered the correct Court Login
 2. Update the app version if it is **outdated** (See how to update the app in **1a**)
 3. Try moving to a different location in the venue or outside to get a stronger network connection. If this isn't successful, switch the SIM (See how to switch the SIMs in **5b**) and reenter the Court Login
 4. Delete and Reinstall the app (See how to delete and reinstall the app in **1b**)
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2b. Location Services

The BallerBroadcast app may ask you to enable Location Services:

1. Open **Settings** > Privacy > Location Services > On
 2. Under Location Services in Settings, click on the Baller Broadcast app
 - a. Ensure that Location Services is on “Always” for the BallerBroadcast app
 3. Return back to the BallerBroadcast app and ensure that the request to enable Location Services has disappeared.
 4. Enter the proper Court Login if successful
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2c. Duplicate Screen

You may notice the right side of the screen is *blurry* and showing a duplicated image.

1. The stream should be paused and resumed
2. If this is not successful, double click the home button and swipe the app up to close it out
3. If this is not successful, the iPad should be reset by holding down on the home and lock buttons
 - a. After the iPad turns back on, go into the app and restart the stream
4. If the issues persists switch out the iPads

IPAD TROUBLESHOOTING

Important: Guided Access must be enabled at all BallerTV Events!

3a. Guided Access

To keep the iPad from falling asleep Guided Access must be enabled:

1. Go to **Settings** > General > Accessibility > Guided Access
2. Turn **ON** Guided Access
3. Set Mirror Display Auto-Lock to **NEVER**
4. Return to the BallerBroadcast app
5. Hit the home button **three times** to turn on Guided Access
6. The passcode should always be set to 000000. If the iPad has been used before and 000000 does not work, the passcode may also be 111111 or 999999
7. Press the Start button in the top right corner

To disable Guided Access:

1. Triple click the home button
2. Enter the correct passcode
3. Click End in the top corner

3b. Scoreboard iPad Keeping Score but Filming iPad Not Filming

You may notice the scorekeeping iPad *appears* to be keeping score but the filming iPad is not actually streaming the game:

1. **End** the stream on the scoreboard iPad
2. Return both iPads to the BallerBroadcast home screen and ensure Guided Access is set
3. Re-enter the court logins if needed
4. Restart the stream from the **scoreboard iPad**

IPAD TROUBLESHOOTING

4a. Pink Screen

The iPad screen may turn a bright **pink** color:

1. If the screen turns pink during the stream, stop and resume the broadcast
 2. If this is not successful, double click the home button and swipe the app up to close it out
 3. If this is not successful, the iPad should be reset by holding the home and lock buttons
 - a. After the iPad turns back on, go into the app and restart the stream
 4. If the issue persists switch out the iPads
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4b. Cannot Connect to Server

You may get a pop-up in the BallerBroadcast app that states **Cannot Connect to Server**.

1. Stop and Restart the stream
 2. If issue persists delete the baller app (See how to delete and reinstall the app in **1b**)
 3. Restart the stream once the pop-up has gone away
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4c. NOC Not Displaying a Game but iPad Appears to be Filming

The filming iPad may *appear* that there is a game filming but the NOC is not showing a game. You should:

1. **End** the stream on the filming iPad
2. Return both the scoreboard iPad and the Filming iPad to the BallerBroadcast home screen
3. Re-enter the court logins if needed
4. Start the game from the scoreboard iPad
5. Refresh the NOC to see if the game is streaming and if the issue is resolved

I1 TROUBLESHOOTING

5a. I1 Device Crash

You may notice when looking at the NOC that the stream has paused (blue) and the game is not streaming. This means the i1 has crashed mid game.

1. You should not have to touch the iPhone, but verify the battery is plugged in and the device is charging
 2. Head to the scoreboard device and disable Guided Access
 3. Close the app by double clicking on the home button and swiping up. Reopen the app
 - 4.
 5. Make sure the network appears as an option under WiFi on each iPad at every court location
 6. If the WiFi still doesn't appear, please contact the BallerTV Support team for more information
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5b. I1 Tripod Placement

You may have a tripod that gets bumped or hit during a game.

1. Take the iPad out of the BallerTV case
2. Remove the tape on the back of the iPad to find the alternative SIM and the tool used to open the SIM holder
3. Use the tool to open the SIM holder found on the side of the iPad
4. Take the SIM card out and put the new SIM in
5. Tape the other SIM and the tool to the back of the iPad and put the iPad back in the case
6. Run a speed test to check if the network connection is stronger
7. If you have a SIM that does NOT work, please note the iPad that SIM is located in and let your Project Manager know

INTERNET TROUBLESHOOTING

6a. Internet Box

Please reference your Site Lead Start Page and the Training Videos to see how to setup the Internet Box.

1. Double check all the cables are plugged in inside the Internet Box
 2. Ensure the **blue** light is lit on the white disc
 3. Check that the switch is set to either AT&T or Verizon
 4. Verify the internet box is placed outside the venue in an open location
 5. Make sure the network appears as an option under WiFi on each iPad at every court location
 6. If the WiFi still doesn't appear, please contact the BallerTV Support team for more information
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6b. SIM Change

Instructions for changing the SIM are inside of the iPad case.

1. Take the iPad out of the BallerTV case
 2. Remove the tape on the back of the iPad to find the alternative SIM and the tool used to open the SIM holder
 3. Use the tool to open the SIM holder found on the side of the iPad
 4. Take the SIM card out and put the new SIM in
 5. Tape the other SIM and the tool to the back of the iPad and put the iPad back in the case
 6. Run a speed test to check if the network connection is stronger
 7. If you have a SIM that does NOT work, please note the iPad that SIM is located in and let your Project Manager know
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6c. Venue Internet

You may not have an internet box and the network connection in the venue is poor. You should try:

1. Discovering a private venue Wi-Fi with the venue manager or Event Director
2. Move to a new location on the court with a stronger network connection
3. Switch the SIM (See how to switch the SIM on **5b**)

*Tip: To test the internet speed at any point, just open up the **SpeedSmart app** on any BallerTV iPad*

SCOREBOARD IPAD

7a. 'Please Standby' Message

You may receive a pop-up on the scoreboard iPad that states '**Please Standby**'. This signals an issue with the filming device and is very common.

1. First check the *filming* iPad to make sure the app hasn't crashed or the iPad hasn't fallen asleep. **This message on the scoreboard iPad usually indicates a crash with the filming iPad**
 - a. If the iPad has fallen asleep, turn Guided Access on (Reference **3a** for enabling Guided Access)
 - b. Ensure the BallerBroadcast app is open and ready for filming
 2. Close out the app on the scoreboard iPad and reopen it. The message should disappear
 3. If the app will still not respond, follow the process of deleting and reinstalling the BallerBroadcast app (Reference **1b** for deleting and reinstalling the BallerBroadcast app)
 4. If the issue persists, use an alternative iPad
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7b. Filming and Scoreboard Device Not Connecting

It may appear the game is streaming on the filming iPad or it may appear the score keeper is keeping a live score on the scoreboard iPad, but the game is still *NOT* streaming on the NOC:

1. First check the **filming device** to make sure the app hasn't crashed or the iPad hasn't fallen asleep
 - a. If the iPad has fallen asleep, turn Guided Access on (Reference **3a** for enabling Guided Access)
2. Log out and re-enter the court login on both iPads
3. Restart the game from the scoreboard iPad
4. If the issue persists, use an alternative filming iPad

EQUIPMENT

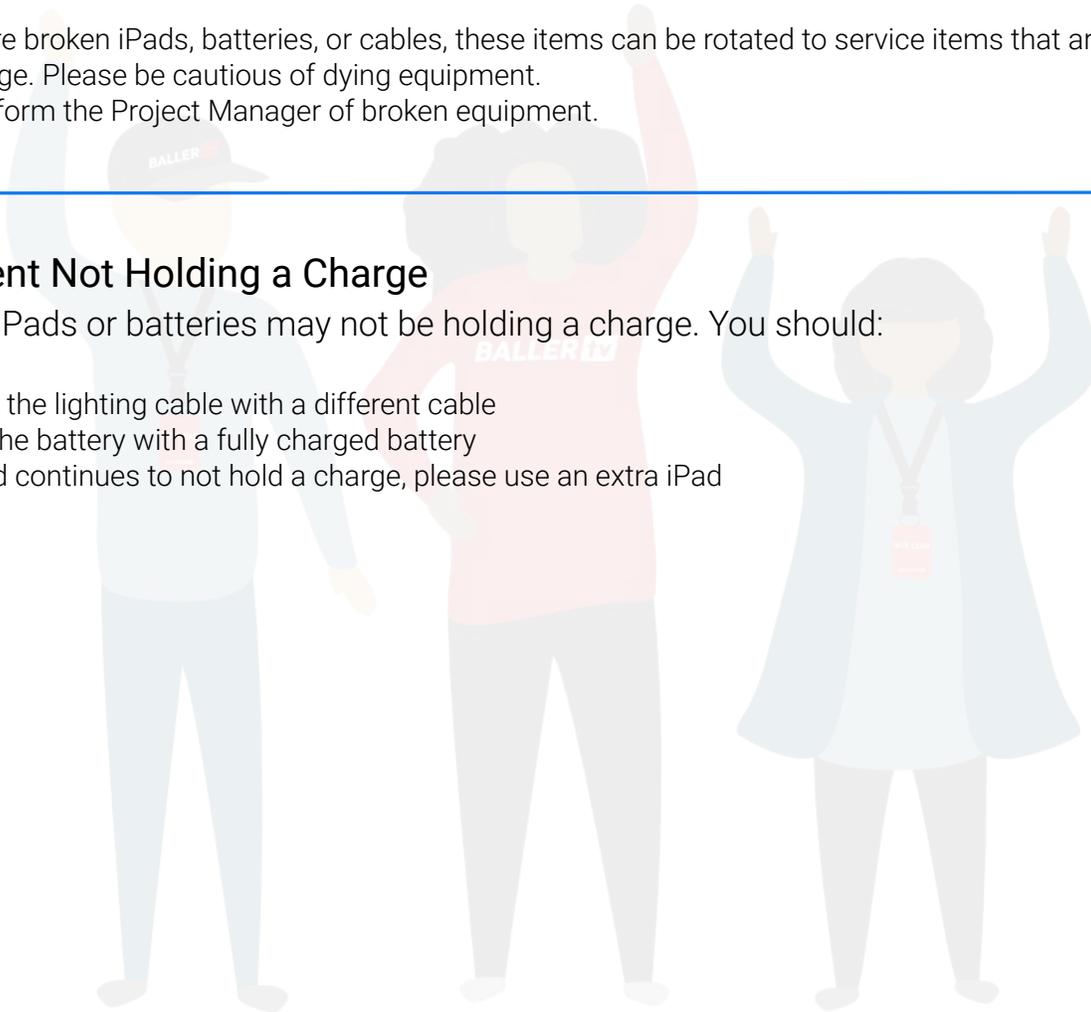
8a. Broken Equipment

1. If you have **extra** equipment, swap it out with broken items.
 2. If it is a **multi venue event**, broken equipment can be swapped out with extra equipment from another venue.
 3. If there are broken iPads, batteries, or cables, these items can be rotated to service items that are under a 50% charge. Please be cautious of dying equipment.
 4. Please inform the Project Manager of broken equipment.
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8b. Equipment Not Holding a Charge

Some of your iPads or batteries may not be holding a charge. You should:

1. Swap out the lighting cable with a different cable
2. Replace the battery with a fully charged battery
3. If the iPad continues to not hold a charge, please use an extra iPad



TEAMWORK APP

9a. Venue Dashboard Displaying 0 Events

You may have an upcoming schedule, but the Venue Dashboard on the Teamwork app is showing you 0 upcoming events:

1. Close out the app and reopen it
 2. Verify you have confirmed an upcoming schedule
 3. Reach out to our support team if you still are not seeing your upcoming event
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9b. Teamwork App Not Responsive

You have the Teamwork app downloaded on your phone, but it is not responsive. This is because we are constantly improving the experience. Please:

1. Delete the app from your device
2. Reinstall the app at <https://www.ballertv.com/teamwork/download>
3. Sign in using your BallerTV email or phone number

