

Instruction Manual

Support #: 318-629-5701

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Getting Started

All computers and devices must successfully register with SkyCoach before they can be used offline with the No Internet Kit (NIK). To register a computer or device, login to the SkyCoach application using your SkyCoach user name and password while connected to the Internet. If you see a current/future “Device Expiration Date” in the bottom right of the login screen, then it is registered. If you delete and reinstall the app then you will need to do this step again.

Everyone on the team will use either the primary account login or the view-only account login

To download the Desktop SkyCoach Application, visit [www.myskycoach.com](http://www.myskycoach.com)

To download the Mobile SkyCoach Application, visit the Apple app store on your mobile device and search for SkyCoach

The SkyCoach **No Internet Kit (NIK)** requires one computer be setup as the Host. All other computers and devices must be setup as Clients of the Host computer. DO NOT configure more than one Host. The Host computer will act as the server for the game. The Host computer should always be connected directly to the router in the press box station via Ethernet with Wi-Fi turned off.

Each **Existing Camera Kit (ECK)** requires a computer. The computer used for the Existing Camera Kit (ECK) can be setup as either a Host or Client.

To prevent duplication issues always create the event on the Host and not on the Clients.

**Requirements:**

**Desktop** Windows (7 and above) or

Mac (Yosemite 10.10 and above)

* 64-bit operating system
* I5 processor or better (I7 recommended)
* 4GB Ram or more (8GB recommended)
* 50GB available hard drive space
* Ethernet port or 5GHz Wi-Fi antenna (Ethernet recommended)
* USB 2.0 or USB 3.0 (USB 3.0 recommended)

**iPhone** (iOS 8 and above)

* Minimum: iPhone 5 (A6)
* Recommended: iPhone 6 (A8) or better

**iPod Touch** (iOS 8 and above)

* Recommended: 6th gen (A8) or better

**iPad** (iOS 8 and above)

* Minimum: iPad Air (A7) or iPad Mini 2 (A7)
* Recommended: iPad Air 2 (A8X) or iPad Pro (A9X)

macOS Mojave Notes

Mojave requires apps to register permissions. SkyCoach requires three different permissions to run all of its features: **Accessibility, Camera, and Automation: System Preferences**. These permissions must be granted for SkyCoach to operate.

**First Time Use**

The first time you open SkyCoach you may be asked to grant use of accessibility features in the Security & Privacy preferences. When asked, click the “Open System Preferences” button. System Preferences should open the Security and Privacy section, on the Privacy Tab and in the Accessibility section. If the lock at the bottom of the window is locked you’ll have to click it and enter your password before making changes. Make sure SkyCoach is check in the box that says, “Allow the apps below to control your computer.”

**Using the Camera**

When accessing the camera for the first time you will be asked to grant permission. A window will appear that says, “SkyCoach would like to access the camera.” Be sure to click “OK” and not “Don’t Allow.”

If you clicked “Don’t Allow” then you will have to enter the System Preferences and manually grant permission. To manually grant permission, click the apple icon in the top left of your screen. Click on “System Preferences.” Click on “Security & Privacy.” Click on the “Privacy” tab at the top of the window. In the list on the left select “Camera”. Now in the box on the right find the SkyCoach icon and make sure the checkbox is clicked. If the lock at the bottom of the window is locked you’ll have to click it and enter your password before making changes.

**Accessing System Preferences from the Status Screen**

When using the status screen in SkyCoach clicking the Wi-Fi, Firewall, or Network Adapters links will require permission. The first time you press any of these buttons a dialog will ask “SkyCoach wants access to the control System Preferences. Allowing control will provide access to documents and data in the System Preferences and to perform actions within the app.” Click “OK” to allow.

If you clicked “Don’t Allow” then you will have to enter the System Preferences and manually grant permission. To manually grant permission, click the apple icon in the top left of your screen. Click on “System Preferences.” Click on “Security & Privacy.” Click on the “Privacy” tab at the top of the window. In the list on the left select “Automation”. Now in the box on the right find the SkyCoach icon and make sure the checkbox is clicked. If the lock at the bottom of the window is locked you’ll have to click it and enter your password before making changes.

No Internet Kit (NIK) Instructions

Wi-Fi password: **XXXXXXXX**

The press box station must be plugged in before you can use the other stations. The sideline and end zone stations only communicate with the press box station so only point them at the press box station not at each other. There must not be any metal, concrete, walls, fences, people, etc. directly between the stations.

* Plug in the press box station and verify lights are on for all antennas attached to box
* Point the black and red stickered antenna at the sideline station
* If recording in the end zone, point the red stickered antenna at the end zone station
* If not recording in the end zone you can disconnect the red stickered antenna from the press box station and move the black and red stickered antenna to the center post
* Make sure nothing like a wall, windowsill, window divider, or fence is between stations
* Connect your host computer to the press box station via Ethernet and disable the computer Wi-Fi. If you do not have Ethernet then use Wi-Fi. If you record more than one angle or have more than a three viewing devices then your host must use Ethernet! DO NOT use both Wi-Fi and Ethernet to connect to the network!
* Viewing devices near the press box station should connect Wi-Fi to **SC-PressBox-XXXXX**
* Plug in the sideline station and verify lights are on for all antennas attached to box
* Attach the sideline station to the stand, move the stand out away from the wall, and raise the stand so that the antenna is above fences and the crowd. It must have a clear line of site to the press box station
* Point the black and red antenna at the press box station black and red stickered antenna
* Point the antenna with no sticker towards the sideline devices that will connect to it
* All devices near the sideline station should connect Wi-Fi to **SC-Sideline-XXXXX**
* If recording in the end zone, plug in end zone station and verify lights are on for all antennas attached to box
* Point the red stickered antenna at the press box station red stickered antenna
* Point the antenna with no sticker towards the end zone devices that will connect to it
* All devices near the end zone station should connect Wi-Fi to **SC-EndZone-XXXXX**
* If your computer near the end zone does not see the Wi-Fi, disconnect the Ethernet cable from the antenna with no sticker and connect it to your computer. Do not use both Wi-Fi and Ethernet to connect to the SkyCoach network.

Existing Camera Kit (ECK) Instructions

**IMPORTANT:** When using the Existing Camera Kit (ECK) with a tower end zone camera, do not let the 50 ft HDMI cable hang from your camera. The weight of the cable will break the HDMI plug on the cable as well as the HDMI output port on the camera. Use a clip, zip tie, or something similar to secure the cable to the end zone tower near the top so that the weight of the cable is not pulling on the plug. It is best to secure the cable before plugging it into your camera.

* Connect the 6 ft HDMI cable with the appropriate size plug to the camera
* If connecting to an end zone camera then
  + Secure the HDMI cable to the tower relieving any stress on the HDMI port before connecting the 50 ft HDMI cable
  + Use the coupler to connect the 50 ft HDMI cable to the 6 ft HDMI cable
* Connect the HDMI cable to the HDMI capture device (Small Silver Box)
* Connect the blue USB cable to the HDMI capture device
* Connect the blue USB cable to the computer using a USB 3 port. USB 3 ports are blue or have SS above them. If you do not have a USB 3 port it will still work on traditional USB 2 it will just record fewer frames per second and the video quality will be less
* On the computer connected to the camera, in the SkyCoach desktop application on the record screen, make sure the camera selected is the USB Capture HD, XI100DUSB-HDMI, or AVerMedia Extr

Software Instructions

Username: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Password: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Make sure you have reviewed and followed all instructions in the Getting Started document, the No Internet Kit (NIK) Instructions, and the Existing Camera Kit (ECK) Instructions.

Only configure one computer as the Host. All other computers and mobile devices must be designated as Clients.

To prevent event duplication only create events on the Host.

The Clients only pull data if the app and the event are open. Do not lock the devices or close the app during the game.

* For all computers and devices make sure you are connected to the SkyCoach network
* On the designated Host computer
  + Log into the SkyCoach application
  + Open the SkyCoach settings screen
  + Change the network mode to Host
  + Open the SkyCoach events screen
  + Verify on the status bar on bottom right of the events screen that it says “hosting at 192.168.88….” and not “Disconnected from network”
  + Create a game or practice for this event
  + Verify on the events screen that the event you created is marked as host on
* On all other computers and devices that are not the Host
  + Log into the SkyCoach application
  + Open the SkyCoach settings screen
  + Change the network mode to Client
  + Open the SkyCoach events screen
  + Verify on the status bar on bottom right of the events screen that it says “connected to 192.168.88….” and not “Disconnected from 192.168.88….”
  + Open the event created on the Host
* To use Shared Capture, you must enable Shared Capture on the settings screen for all computers and devices that will be used for recording
* To use Advanced Capture, you must enable Advanced Capture on the settings screen for the computer or device that will be used for recording

Troubleshooting Guide

**User can’t log in to SkyCoach**

**Resolution 1:** SkyCoach requires you to login online at least once on every computer and device before you can use offline. If you have never logged in and you don’t have Internet access you will not be able to login until you do have Internet access.

**Resolution 2:** The school network may be blocking SkyCoach. The school may have to make the following exceptions. Domains: \*.myskycoach.com and \*.amazonaws.com. TCP Ports: 80, 443, 1306-1310. UDP Port: 31357

**Resolution 3:** Try logging in on a different network like your home network.

**Resolution 4:** If you have a very weak Internet signal SkyCoach can have trouble logging in. If your computer or device is registered with SkyCoach put your device in airplane mode and log in. Once you are in the app then take your device out of airplane mode so that it can communicate with the server.

**The SkyCoach Wi-Fi network is not showing**

**up in my list of networks to choose from**

**Resolution 1:** Verify all equipment is properly powered. You should be able to see lights on all the antennas attached to the stations.

**Resolution 2:** Older iPhones and older computers do not see 5GHz Wi-Fi Networks.

**Resolution 3:** For computers try connecting using the Ethernet cable.

**The status bar on the Client shows Disconnected**

**from 192.168.88.9:1306 or another IP address**

**Resolution 1:** Verify the IP address (the numbers before the colon) and port (the numbers after the colon) match the Host IP and port. You can find the Host’s IP and port on the SkyCoach status bar of the Host. It will show Hosting at 192.168.88.9 port 1306 or another IP address. If they don’t match use the find Host functionality in the settings screen of the Client application to find the Host.

**Resolution 2:** Windows Firewall might be blocking the ports used by SkyCoach. You can disable Windows Firewall while using SkyCoach or you can make a port exception for the ports used by SkyCoach.

**Resolution 3:** Protection software like Norton or McAfee might be blocking the ports used by SkyCoach. You will have to review the specific documentation for your software to determine how to make port exceptions for SkyCoach or how to disable the software.

**The status bar on the Client keeps switching**

**between connected and disconnected**

**Resolution 1:** Make sure the Host computer is not connected to the SkyCoach network with Wi-Fi and Ethernet.

**Resolution 2:** Verify the stickered antennas are pointed at each other and that there is a clear line of sight between them.

**I don’t see the event on my device**

**Resolution 1:** Look at the status bar on your device to make sure you are connected to the Host Computer.

**Resolution 2:** Make sure the event is marked as hosted on the Host Computer.

**Resolution 3:** Make sure you are looking in the right list. You may be on the practice list and the event was created on the game list.

**Resolution 4:** Protection software like Norton or McAfee might be blocking the ports used by SkyCoach. You will have to review the specific documentation for your software to determine how to make port exceptions for SkyCoach or how to disable the software.

**The data fields on the desktop record screen are jumbled**

**Resolution 1:** On windows 10 right click on the desktop, choose display settings, on the display tab change the size of text, apps, and other items to 100%.

**Black screen or error on the SkyCoach**

**desktop recording screen that says**

**“Please make sure your camera is connected”**

**Resolution 1:** Verify your camera is connected to the HDMI capture device and that the HDMI capture device is connected to your computer. You should see a light on the HDMI capture device.

**Resolution 2:** Make sure the USB Capture HD, XI100DUSB-HDMI, or AVerMedia Extr camera is selected in the camera dropdown.

**Videos are loading slowly during an event**

**Resolution 1:** Ensure that the SkyCoach app is not being closed on any connected viewing devices.

**Resolution 2:** Ensure that any connected viewing devices are not closed, locked, or turned off during an event.

**Resolution 3:**  Ensure that no devices are being added to the network in the middle of an event. All viewing devices should be connected to the network at the beginning of the event.

**The export show files link does not open the video directory**

**Resolution 1:** Use the SkyCoach media application link to open the media directory.

https://lh5.googleusercontent.com/OQsZzBLkbre4uoKooJrDSlCyJ94lgJLaG6HVGe1_ZiwLFF2LIoDS3dkU8DdncIZ8TlJub6RP32R5xruc5eKX6d2udtspm8uM3_x1Yk3JbKWacXQ5ss08ZWbdQ1n9t-RIb5bgaVZd

Keys to Success

**--Review this sheet for reminders of best practices for optimal performance--**

* If you run more than **one angle** or have more than **two viewing devices**, you **MUST** use Ethernet on your host computer. Using WiFi on the host is the number 1 problem for slow downloads
* Turn the **WiFi** on your host computer **OFF** when using an ethernet connection. If both are on, the system will not work. The ethernet connection is **ALWAYS** the preferred and fastest connection.
* Ethernet cables **should** **NOT** be plugged into the blue port on your router labeled “POE”
* Your stickered antennas that **point at each other** should display **6 blue lights** before you can use the SkyCoach network
* Viewing devices should be connected to the **WiFi network** that is located **closest** to them, i.e. sideline devices should be connected to SC-Sideline-XXXXX
* Consider labeling your devices **“For Sideline Use Only”** or **“For Pressbox Use Only”** to ensure they stay connected to the proper network during every event
* If you must move your device between networks, you should **“forget” the previous network** on your device for best performance
* **All viewing devices** should be **turned on** and **connected** to the SkyCoach network **prior to recording** any plays in an event. **NEVER** add a device to the network in the middle of an event.
* **DO NOT** **close the** **SkyCoach app** during an event. Doing so will result in slow performance on the entire network when the device is turned back on
* **DO NOT turn off or lock any devices** during an event. The same slow performanceon the entire network will occur