

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

**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 10 and above)

* Minimum: iPhone 6 (A8)
* Recommended: iPhone 7 (A10) or better

**iPod Touch** (iOS 10 and above)

* Recommended: 6th gen (A8) or better

**iPad** (iOS 10 and above)

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

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. Never unplug the red Ethernet cable from the blue port.

* Plug in the press box station and verify lights are on for all antennas attached to box
* Point the black and red stickered antenna, labeled SC-FilmBox, at the sideline station
* If recording in the end zone, point the red stickered antenna at the end zone station
* Make sure nothing like a wall, windowsill, window divider, or fence is between stations
* Place the antenna with no sticker, labeled SC-CoachBox, by the coaches in the press box
* Viewing devices near the CoachBox antenna should connect Wi-Fi to **SC-CoachBox-XXXXX**
* Filming devices near the FilmBox antenna (black and red stickered antenna) should connect Wi-Fi to **SC-FilmBox-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 the antenna attached to box
* Point the red stickered antenna at the press box station red stickered antenna
* Connect the RCK using the Ethernet cable.

Remote Camera Kit (RCK) Instructions

**IMPORTANT:** When using the Remote Camera Kit (RCK) 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 RCK to power
* Connect the RCK to the Ethernet cable from the NIK station
* Set the camera HDMI Resolution output to 1080p
* 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 IN port of the RCK
* Click the JOIN AN EVENT button
* Click on the name of the event to enter the record screen

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 Remote Camera Kit (ECK) Instructions.

All computers and mobile devices must be designated as Clients.

To prevent event duplication only create events on one device

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 all computers and devices
  + 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
* To record click the record icon at the bottom of the event
  + Use record with local camera if you are filming with this device
  + Use the remote control if you are only using this device to control 1 or more RCKs
* 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 or a phone hotspot.

**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.

**Resolution 5:** If you can’t login on a computer verify the service is running by looking at the bottom right of the SkyCoach login screen. If it says “The SkyCoach service on your computer is not running” then try restarting. If a restart does not fix it then an antivirus application is preventing the service from running.

**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.

**Resolution 4:** Ensure that the devices are connected to the antennas closest to them.

**Resolution 5:** Ensure that there is no obstruction disrupting the signal. No walls, fences, windowsills, concrete, people between the bridged and antennas or between the devices and the antennas they are connecting to.

**Resolution 6:** Close some of the viewing devices to reduce the load on the network.

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

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

**Resolution 1:** Verify the press box station is powered on and all the antennas connected to it have lights.

**Resolution 2:** Verify the red Ethernet cable is plugged in to the blue port on the router.

**Resolution 3:** iOS management software can prevent your device from connecting to the host. If your device is being managed please contact the management agency to determine how to enable connection.

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

**between connected and disconnected**

**Resolution 1:** Verify that the device is connected to the antenna that is closest to it.

**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 or plays on my device**

**Resolution 1:** Look at the status bar on your device to make sure that it says connected to 192.168.88….

**Resolution 2:** 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.

**My Remote Camera Kit will not connect to my camera**

**Resolution 1:** Verify your camera is on.

**Resolution 2:** Verify your camera HDMI output resolution is set to 1080p.

**Resolution 3:** Verify your HDMI cable is working correctly.

**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%.

**Error when trying to run installer on a Mac**

**Resolution 1:** Hold down the Command key and click on the installer package. Choose open from the menu.

**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 export show files link on computer 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--**

* Your stickered antennas that point at each other should display 4 blue signal strength lights and a blue power light 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, connected to the SkyCoach network, and in the event 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 performance on the entire network will occur

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.