



NEVCO ONE

Nevco ONE Operations Guide

Document: 135-0287

Revised: 2026-07-03

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Introduction to Nevco ONE

Nevco ONE is a cloud-connected scoreboard control platform that runs on your iOS or Android device.

A single Controller app can operate any Nevco ONE-compatible scoreboard across all supported sports —

basketball, football, baseball, softball, soccer, hockey, volleyball, wrestling, lacrosse, tennis, and more.

This manual covers the Nevco ONE Controller app, the X3 Handheld Control, and the

Nevco ONE Handheld Switch (HHS). It is written for facility managers, scoreboard operators, and athletic

directors who set up and run Nevco ONE day-to-day.

System Architecture

The Nevco ONE system is organized in a hierarchy from your organization down to individual scoreboard displays.

LEVEL	DESCRIPTION
Organization	The top level of your account. An organization owns all venues and users.
Venue	A physical facility — gym, field complex, or arena. Contains one or more courts or fields.
Court / Field	A single scoreable space. Each court has one Master device and one or more scoreboard displays.
Master Device	The hardware brain of each court. Connects to the network and coordinates all scoring data between the app, X3, and scoreboard.
Wireless Receiver	An optional hardware device that relays scoring data from the Master device to a scoreboard display without a physical cable.
Scoreboard Display	The physical scoreboard panel. Assigned to a specific court during venue setup.

During an event, the Controller app communicates with the Master device over Wi-Fi or Ethernet using

WebSocket (TCP 2323) for real-time data and mDNS (UDP 5353) for device discovery.

Hardware Components

Master Device

The Master device is the central hardware unit for each court. It connects to your venue network via

Ethernet or Wi-Fi and serves as the bridge between the Controller app, the X3, and the scoreboard.

Status LEDs:

RED LED	AMBER LED	MEANING
Steady on	Flashing	Normal — device is operating correctly
Steady on	Off	Device is powering up or initializing
Off	Off	Device is powered off

Tip: After a power cycle, allow approximately 2 minutes for the Master device to fully restart before attempting to connect.

X3 Handheld Control

The Nevco ONE X3 is a dedicated hardware controller that operates the scoreboard without a phone

or tablet. It communicates with the Master device using RF at 915 MHz with a range of up to 1,000 feet.

The X3 is ideal when a phone is unavailable or inconvenient, or when a dedicated physical controller is preferred.

Handheld Switch (HHS)

The Nevco ONE HHS is a compact, USB-rechargeable handheld switch for starting and stopping the game clock.

It communicates via RF and provides approximately 8 hours of use per charge.

The HHS controls the clock only —

it does not score.

Controller App

The Nevco ONE Controller app is available on iOS and Android. It is the primary interface for:

- Setting up venues and devices
- Selecting sports and starting events
- Scoring and clock management during games
- Managing user accounts and roles
- Updating device firmware

Supported Scoreboards

Nevco ONE is compatible with all current Nevco scoreboard families:

SERIES	PRIMARY USE
1500 / 1600-series	Baseball and softball
2700-series	Indoor multi-sport
3500-series	Outdoor multi-sport
3600-series	Outdoor extended multi-sport
4700-series	Hockey
5600-series	Lacrosse
7500 / 7600-series	High-end multi-sport (indoor/outdoor)
9620 / 9630	Pitch timers
9650-series	Tennis

Stat panels are also supported alongside main scoreboard panels:

PANEL MODEL	USE
PTF-7	Basketball individual player statistics
SD7-5	Multi-sport 5-line statistics display
SD7-9	Volleyball 6-line statistics display

Who This Manual Is For

- **Facility managers and athletic directors** — setting up venues, managing devices and users
- **Scoreboard operators** — running events and scoring games day-to-day
- **IT staff / installers** — configuring network infrastructure for Nevco ONE devices

Note: Physical installation of scoreboard hardware (mounting, wiring, power connections) is covered in separate Nevco installation documentation included with your scoreboard.

Getting Started

How Accounts Work

Nevco ONE accounts are provisioned by a Nevco administrator or your organization's System Admin.

There is no self-registration portal. When your account is created, you will receive an email

invitation with a link to set your password.

If you have not received an invitation, contact your organization's System Admin or reach out to

Nevco support (see [Need Help?](#)).

Signing In

The Controller app supports two authentication modes:

METHOD	WHEN TO USE
Cloud Login	Standard sign-in using your organization email and password. Requires internet access at login time. Recommended for all users.
Skip Login	Limited access mode for on-site operators when internet is unavailable. Full account features are not accessible. Only for scoring — not for setup or device management.

To sign in:

- 01 Download the **Nevco ONE Controller** app from the App Store (iOS) or Google Play (Android).
- 02 Open the app and tap **Sign In**.
- 03 Enter your organization email address and password.
- 04 Tap **Continue**. The app opens to the home screen.

Tip: Your login session persists between uses. You only need to sign in once per device unless you sign out manually.

First-Time Setup (New Organizations)

If your organization is new to Nevco ONE, a System Admin must complete setup before operators can run events:

- 01 **Create the organization** — configure your organization name and settings.
- 02 **Create at least one venue** — run the 8-step venue setup wizard (see [Venue Setup](#)).
- 03 **Set up devices** — add Master devices and wireless receivers during

venue setup.

04 **Invite users** — System Admin creates accounts and assigns roles.

05 **Run your first event** — select a venue, choose a sport, and start scoring.

Quick Path to Your First Event

Once your venue is configured and your account is active:

01 Open the Controller app and sign in.

02 On the home screen, tap your **venue name**.

03 Tap the **court or field** you want to operate.

04 Tap **Start Event**.

05 Select the **sport**.

06 Enter or confirm **team names** and review any sport settings.

07 Tap **Begin Event**.

The scoring interface opens and the scoreboard display activates with zeroed scores.

User Roles

Access is controlled by role. Your role determines what you can see and do in the app.

ROLE	CAPABILITIES
System Admin	Full access. Manages the organization, all venues, all devices, and all users. Can perform every action available in the app.
Organization Admin	Manages users and venues within the organization. Cannot change system-level settings.

ROLE	CAPABILITIES
Content Manager	Manages media assets, logos, and display content. Cannot score events or manage devices.
Operator	Runs events, scores games, manages clocks and timers. Cannot manage users or change venue settings.
Match Operator	Scoring and timer controls only during active events. Cannot change event settings, manage devices, or end events.

System Admins assign roles when creating user accounts. Contact your System Admin to change your role.

Venue Setup

The venue setup wizard configures everything a venue needs to run events: courts or fields, network

credentials, hardware devices, and scoreboard assignments. Complete the wizard once per venue.

You do not need to repeat it unless your network configuration or hardware changes.

Note: Only System Admins and Organization Admins can run the venue setup wizard.

Before You Start

Have the following ready before running the wizard:

- Your venue's Wi-Fi network name (SSID) and password (minimum 8 characters)
- All Master devices powered on and within Bluetooth range (about 30 feet) of your phone or tablet
- All wireless receivers powered on and within Bluetooth range
- The scoreboard model number for each court (printed on the scoreboard or in your purchase documentation)

Venue Setup Wizard

Step 1 – Create the Venue

- 01 Tap **Add Venue** on the home screen.
 - 02 Enter the **venue name** (for example, "Main Gymnasium" or "South Athletic Complex").
 - 03 Tap **Next**.
-

Step 2 – Add Courts or Fields

- 01 Tap **Add Court** (indoor) or **Add Field** (outdoor).
 - 02 Enter a name for each court or field (for example, "Court 1" or "Varsity Gym").
 - 03 Add one entry for each scoreboard you are setting up at this venue.
 - 04 Tap **Next**.
-

Step 3 – Enter Wi-Fi Credentials

- 01 Enter the venue Wi-Fi **network name (SSID)**. The SSID is case-sensitive — match it exactly.
 - 02 Enter the **Wi-Fi password**.
 - 03 Tap **Next**.
-

Note: These credentials are distributed to all wireless Nevco devices at this venue. All devices must be on the same Wi-Fi network and VLAN for device discovery to work. See [Network & Connectivity](#) for VLAN requirements.

Step 4 – Confirm Wi-Fi Settings

Review the SSID you entered. Confirm it is correct and tap **Confirm**.

Step 5 – Assign Courts to Wi-Fi

Associate each court with the venue Wi-Fi network. Tap **Assign** next to each court, then tap **Next**.

Step 6 – Set Up Court Details

For each court, enter:

- **Display name** — how the court appears in the app
- **Default sport** (optional) — if this court is dedicated to one sport

Tap **Next** when all courts are configured.

Step 7 – Scan for Devices

The app uses Bluetooth Low Energy (BLE) to discover nearby Nevco hardware.

01 Tap **Scan for Devices**. The app searches for all powered-on Nevco devices within about 30 feet.

02 Match each discovered device to the label on the physical hardware using its name or serial number.

For each Master device:

01 Tap the device to select it.

02 Assign it a descriptive name (for example, "Court 1 Master" or "Field 2 Control Box").

03 Assign it to the correct court.

For each wireless receiver:

01 Tap the receiver to select it.

02 Assign it a descriptive name (for example, "Main Court Receiver" or "Field 1 End Zone Receiver").

03 Select the **network role**:

NETWORK ROLE	WHEN TO USE
Wired (Ethernet)	A physical cable runs from the receiver to the network switch. Most reliable option — use this whenever a cable run is practical.
Wireless (Wi-Fi)	The receiver joins the venue Wi-Fi network. Use when a cable run to the receiver location is not practical.
Server (Access Point)	The receiver creates its own Wi-Fi network that other devices connect to. Use when no existing Wi-Fi covers the receiver location — for example, at an outdoor field far from the building.

01 If **Wireless** is selected, confirm the SSID and password are correct.

02 Tap **Save** for each device, then tap **Next**.

Tip: If a device does not appear in the scan, verify it is powered on and within 30 feet, then tap **Scan Again**.

Step 8 – Assign Scoreboards

For each court and each wireless receiver, assign the scoreboard model:

01 Tap the court or receiver.

02 Select the scoreboard model from the list. Match this to the model number on your scoreboard.

03 Tap **Save**.

04 Tap **Finish** when all assignments are complete.

After Setup

Your venue is ready to run events. Key things to know:

- Wireless devices auto-reconnect to the venue Wi-Fi every 2 seconds if the connection is lost.
- If a receiver is in **Server (AP)** mode, all other Nevco devices at that court must be configured to

connect to the receiver's Wi-Fi network (SSID: `nevco-XXXXXXXX`).

- Verify setup by checking the device list — all devices should show a green **Connected** status.

Editing a Venue After Setup

To update venue settings:

01 Go to **Settings > Venues**.

02 Tap the venue name.

03 Edit the desired field and save.

To change Wi-Fi credentials:

01 Go to **Settings > Venues > tap the venue > Wi-Fi Settings**.

02 Enter the new SSID and password and save.

03 Power cycle all wireless devices at the venue to pick up the new credentials.

Device Management

Master Device

The Master device is the network hub for each court. It receives commands from the Controller app

and the X3, then relays scoring data to the scoreboard display.

LED Status

RED LED	AMBER LED	MEANING
Steady on	Flashing	Normal — device is on and operating correctly
Steady on	Off	Powering up or initializing — wait 2 minutes
Off	Off	Powered off

Tip: Any other LED pattern indicates an issue. Power cycle the device and allow 2 minutes to restart. If the unusual pattern persists, contact Nevco support.

Power Cycling

- 01 Locate the power switch on the Master device.
- 02 Turn the device **off**.
- 03 Wait **10 seconds**.
- 04 Turn the device back **on**.
- 05 Wait approximately **2 minutes** before attempting to connect from the app.

Viewing Device Status

- 01 Go to **Venues** in the app and tap your venue.
- 02 Tap the court or field.
- 03 Device status appears next to each device name:

INDICATOR	MEANING
Green	Connected and operational
Grey / Offline	Not reachable — check power and network

Firmware Updates

Firmware updates are initiated from the Controller app. **Do not power off the device during an update.**

The update process has three stages:

STAGE	WHAT HAPPENS
1. Download	The update package downloads to the device. Internet access required. Device remains operational.
2. Apply	Firmware is written to the device. The device goes offline temporarily.
3. Reboot	Device restarts with the new firmware. Wait 2 minutes for it to come back online.

To update firmware:

01 Go to **Settings > Devices**.

02 Tap the device name.

03 If an update is available, tap **Update Firmware**.

04 Follow the on-screen prompts. Do not close the app or power off the device.

Note: Firmware version numbers follow the format **Major.Minor.Build** (for example, 2.4.1017). Devices at the same venue should run the same major version for full compatibility.

Wireless Receivers

A wireless receiver relays scoring data from the Master device to a scoreboard display without a

physical cable running between them. Receivers are configured during the venue setup wizard (Step 7).

Network Roles

ROLE	DESCRIPTION
Wired (Ethernet)	Uses a physical Ethernet cable to connect to the network. Most reliable — use whenever a cable run is practical.
Wireless (Wi-Fi)	Joins the venue Wi-Fi network. No cable to the receiver location needed.
Server (Access Point)	Creates its own Wi-Fi network (<code>nevco-XXXXXXX</code>). Other Nevco devices connect to the receiver's network. Use when no venue Wi-Fi covers the scoreboard location.

Changing a Receiver's Network Role

- 01 Go to **Settings > Devices**.
- 02 Tap the receiver name.
- 03 Tap **Network Role** and select the desired role.
- 04 If switching to **Wireless**, confirm the SSID and password.
- 05 Save and allow the receiver to reconnect.

Troubleshooting a Receiver

See [Troubleshooting](#) for a full issue table. Quick checks:

- **Does not appear in Bluetooth scan** — power on the device and move within 30 feet
- **Connects but scoreboard does not update** — verify scoreboard model assignment and physical cable
- **Drops connection** — check Wi-Fi signal strength at the receiver location

X3 Handheld Control

The X3 pairs with the Master device automatically when powered on within RF range. No manual pairing

is required after initial venue setup.

RF specifications:

- Frequency: 915 MHz
- Range: up to 1,000 feet line-of-sight
- The X3 does not require Wi-Fi or Ethernet to operate

Role Reversal

If the X3 loses RF contact with the Master device, the wireless receiver temporarily takes over as

the network server for an **8-second window**. If the X3 reconnects within that window, scoring

resumes without any operator action. If it does not reconnect within 8 seconds, the connection

drops and must be re-established manually.

This feature is transparent to the operator in most cases — the X3 reconnects seamlessly.

X3 Battery

An internal battery maintains the X3's stored settings and time-of-day clock even when unplugged.

If the battery is low or dead, settings may not be retained between uses. Contact Nevco support

if settings are consistently lost after power cycles.

Handheld Switch (HHS)

The HHS controls the game clock only — it does not score. It communicates via RF and is charged

via USB. A full charge provides approximately 8 hours of use.

The HHS is plug-and-play once charged — no setup is required. Place it within RF range of the

Master device before starting an event.

Device Admin Password

Each Nevco device is protected by an admin password that controls access to its configuration

settings. The admin password is established during the venue setup wizard and applies to all

devices at that venue.

Important: The device admin password is **separate from your user login credentials**. The user login controls access to the Controller app. The device admin password controls access to the hardware configuration. Knowing one does not grant the other.

What the Admin Password Protects

The admin password is required to:

- Access a device's configuration settings
- Change network role, scoreboard model assignment, or other device parameters
- Perform maintenance operations on the device

Changing the Admin Password

01 Connect to the device through the Controller app.

02 Navigate to the device's configuration settings.

03 Locate the **Admin Password** option.

04 Enter the current password, then enter the new password.

05 Save the changes.

When changing the password on one device, other devices at the same venue retain their existing

passwords. Update each device individually if you need them all to use the same new password.

Tip: Keep the admin password consistent across all devices at a venue to simplify management. Record it in a secure location accessible to authorized venue staff.

Password Defer After Power-Up

Devices have a configurable **Password Defer** setting — a grace period after power-up during which

device settings can be accessed without entering the admin password.

SETTING	VALUE
Available defer times	0, 5, 10, 15, or 30 minutes
Default	10 minutes

After the defer window expires, the admin password is required as normal.

Recovering a Forgotten Password

If the defer is not set to zero:

01 Power cycle the device.

02 Connect to the device within the defer window (default: 10 minutes after boot).

03 Access the device settings without the password during the defer window.

04 Change or reset the admin password.

If the defer is set to zero: the password is required immediately on boot with no grace

period. Contact Nevco support for recovery options.

Note: The admin password cannot be recovered or viewed from the device — it can only be changed.

Running Events

Starting an Event

01 Open the Controller app and tap your venue.

02 Tap the **court or field** you want to operate.

03 Tap **Start Event**.

04 Select the **sport**.

05 Enter or confirm **team names** (Home and Away, or equivalent for the sport).

06 Review any sport-specific settings (clock direction, period duration, etc.).

07 Tap **Begin Event**.

The scoring interface opens and the scoreboard display activates with zeroed scores.

The event is now live — all connected operators can score.

Scoring Interface

All sports share a common set of controls. Sport-specific controls are described in

Sport Guides.

CONTROL	FUNCTION
Score buttons	Increment the score by the displayed point value
Clock Start / Stop	Start and stop the game clock
Period / Half / Inning advance	Move to the next period, half, or inning
Undo	Revert the last scoring action (one step only)
End Event	Close the event and reset the scoreboard
Leave Event	Disconnect from the event without closing it

Correcting Scoring Errors

Three methods are available depending on when the error is caught:

Method 1 — Undo (immediate correction):

Tap **Undo** immediately after an incorrect action. Undo restores the complete match state to

the moment before the last action — it does not simply subtract points. Only one undo step

is available at a time.

Method 2 — Hold to set (any time):

Long-press the score display for the team whose score needs correction. A number pad appears.

Enter the correct total and confirm. This works at any point during an event.

Method 3 — Period-by-period correction:

For sports with per-period or per-inning score history (basketball, baseball), long-press the

score in the specific period or inning to correct that entry.

Note: All corrections are recorded in the audit trail regardless of which method is used.

Adjusting a Timer Duration Mid-Game

The game clock, play clock/pitch clock, and auxiliary timers can each be adjusted independently

while an event is in progress. The shot clock cannot be adjusted mid-game — its duration is set

in the sport profile before the event starts.

Common reasons to adjust a timer mid-game:

- A referee requests a time correction after a timing error
- A rule requires a specific time to be set for a tiebreaker or special situation
- The timer was started or stopped at the wrong moment and needs to be corrected

To adjust a timer:

01 Stop the timer first. The adjustment dialog does not appear on a running timer. Tap **Stop**

before attempting to adjust.

01 Long-press the timer display you want to adjust. A dialog box opens on the controller screen.

02 Set the time by selecting a preset value or entering a custom time. The custom entry field

supports tenths of a second for precise corrections where the sport profile allows it.

01 Tap **Confirm** or **Set** to apply the new value. The timer display updates immediately.

02 Tap **Start** when ready to resume play.

Note: Adjusting the main game clock does not automatically adjust the shot clock or other linked timers. If both need correction, adjust each one separately.

Ending vs. Leaving an Event

ACTION	RESULT
End Event	The event closes permanently and is marked complete. The scoreboard resets to zeroes. Use this when the game is over.
Leave Event	You disconnect from the event, but the event remains active. Other connected operators can continue scoring. The scoreboard retains its current state. Use this to hand off control without ending the game.

Warning: End Event is permanent. Do not use it if you intend to resume the game later — the event record closes and the scoreboard resets.

Multiple Operators

Multiple Controller app users can connect to the same active event simultaneously. Any scoring

action from any connected user is reflected on the scoreboard immediately. This allows a primary

operator and a backup to both have control, or allows a supervisor to monitor while an operator scores.

Idle Timeout

If all connected operators leave an event (or lose connectivity), the event enters an idle state.

After **15 minutes** of inactivity, the event closes automatically and the scoreboard resets.

To prevent unintended timeout during a break in play:

- Keep at least one app instance connected to the event, or
- Increase the idle timeout before the break in **Event Settings**

(see [Configuration](#)).

Ending vs. Leaving: Tournament Operations

When running multiple games back-to-back at the same court:

- 01 At the end of each game, tap **End Event**.
- 02 Wait **10–15 seconds** to allow the system to fully record the completed event.
- 03 Start the next event. The same event profile can be reused for the same sport.

Weather Delays and Game Interruptions

If a game must be paused unexpectedly:

- 01 Stop the clock.
- 02 **Do not tap End Event.** Ending closes the event permanently.
- 03 Note the current score, period, and clock time on paper as a backup.

- 04 If the delay will be long, increase the idle timeout in **Event Settings** to prevent automatic closure.
-

- 05 When play resumes, return to the court in the app — the event will be waiting.

If the event times out and closes before play can resume, start a new event and use the

hold-to-set method to restore the correct scores.

Undo Behavior in Detail

Undo restores the **entire match state** to the point before the last action — not just a single

point value. For example, if a scoring action updated the score, the shot clock, and a foul count,

undo reverses all three changes together.

After an undo, the undo buffer clears. A second undo is not available until another action is taken.

The audit trail preserves all actions including undone actions and manual corrections.

Sport Guides

This chapter covers the scoring interface, controls, and sport-specific features for each sport

supported by Nevco ONE. For general event controls (starting events, undo, score correction),

see [Running Events](#).

Basketball

Scoring

BUTTON	POINTS	WHEN TO USE
1 Pt	1	Free throw
2 Pt	2	Field goal (inside the arc)
3 Pt	3	Three-point field goal
-1	-1	Remove one point (correction without using undo)

Shot Clock

The shot clock counts down from the configured reset value and sounds an alert at expiry.

RULE SET	FULL RESET VALUE
NBA / Professional	24 seconds
NCAA / College	30 seconds

Shot clock controls:

CONTROL	ACTION
Full Reset	Resets to the full configured value (24s or 30s)
Short Reset	Resets to the short reset value (14 seconds under NBA rules)
Start / Stop	Starts and stops the shot clock independently of the main clock

Note: After the shot clock expires, it must be manually reset before it will respond to the main clock again. Always reset before the next possession begins.

Fouls

Tap **Foul** and select the player number from the on-screen roster. The foul is attributed to

that player and the team foul total increments automatically.

Bonus Indicator

The bonus indicator tracks team foul totals and advances through states as fouls accumulate:

None → Bonus → Double Bonus. Tap the indicator to manually cycle it if a correction is needed.

Possession

Tap the **Possession** arrow to toggle the arrow indicator between Home and Away teams. The arrow

updates on the scoreboard immediately.

Football

Scoring

SCORE TYPE	POINTS
Touchdown (TD)	6
Field Goal (FG)	3
Point After Touchdown (PAT)	1
Two-Point Conversion	2
Safety	2

Down and Distance

Down: Tap **Down** to cycle through downs: 1st → 2nd → 3rd → 4th → 1st.

Yards to Go: Long-press the yards-to-go display to open the number entry pad. Enter the

exact yardage and tap **Set**.

Ball On: Long-press the ball-on display to enter the yard line. Tap **Set** to confirm.

Play Clock

SITUATION	PLAY CLOCK RESET VALUE
Standard (after out-of-bounds, incomplete pass, etc.)	40 seconds
After penalty, measurement, or certain other stoppages	25 seconds

Tap the appropriate reset button after each dead-ball stoppage.

Baseball and Softball

Baseball and softball share the same scoring interface. Rule differences (innings, run rules) are

enforced by the game officials, not the app.

Scoring

- **Run** — Adds one run to the team currently at bat. The app tracks the batting team based on the current half-inning.
- **Hit** — Increments the hit count for the batting team.
- **Error** — Increments the error count.

Ball-Strike-Out (BSO) Counters

Tap each counter to increment:

COUNTER	RANGE	NOTES
B (Ball)	0 – 3	Tap to increment; resets to 0 at batter change
S (Strike)	0 – 2	Tap to increment; resets to 0 at batter change
O (Out)	0 – 2	At 3 outs, the half-inning advances automatically

Inning and Half-Inning

- Tap **Next Inning** to advance to the next inning.

- Tap **Half-Inning** to toggle between top and bottom of the current inning.

Pitch Count

The pitch count increments automatically with each ball or strike recorded. To manually correct

the count, long-press the pitch count display and enter the correct value.

Soccer

Scoring

CONTROL	ACTION
Goal	Adds one goal to the selected team
Shot	Increments shot count for the selected team
Save	Increments save count (goalkeeper saves)

Game Clock

The soccer clock counts **up** from 0:00 by default. To configure it to count down instead,

change the clock direction in **Event Settings** before starting the event.

Stoppage Time: Use the auxiliary (aux) clock to track added time at the end of each half.

The aux clock counts up independently of the main clock. Stop it when the second half begins.

Halftime Interval: The aux clock can also track halftime duration. Start it when the half

ends and stop it when the second half begins.

Half Duration

Default half duration is configurable in **Event Settings** before the event starts.

Standard for full-length matches is 45 minutes per half.

Penalty Shootout

Tap **Shootout Mode** to enter the dedicated penalty shootout interface. Each team's attempts

and results are tracked separately on screen and on the scoreboard. The shootout ends

automatically when one team wins.

Additional Statistics

- **Corner Kick** — Increments corner kick count for the selected team
 - **Foul** — Increments foul count for the selected team
-

Hockey

Scoring

Tap **Goal** and select the team. The goal count and scoreboard update immediately.

Shot Tracking

Tap **Shot** to increment shot count for the selected team. Shot totals appear on the scoreboard.

Penalties

The penalty system supports up to three simultaneous penalties per team.

To add a penalty:

01 Tap **Penalty**.

02 Enter the **player number**.

03 Select the **duration**:

DURATION	TYPE
2 minutes	Minor penalty
5 minutes	Major penalty

01 Tap **Confirm**. The penalty clock starts and counts down independently of the main clock.

Penalty clocks pause when the main clock stops.

To clear a penalty manually: Tap **Clear Penalty** and select the penalty slot to remove.

Periods

Tap **Period** to advance to the next period. The period number updates on the scoreboard.

Volleyball

Rally Scoring

Volleyball uses rally scoring — every rally awards one point to the winning team regardless

of who is serving.

Tap **Point** for the team that won the rally. After each point, the app:

- Adds one point to the winning team
- Checks whether the set win condition is met

- Automatically toggles the **serve indicator** to the winning team (side-out)

Set Win Conditions

Default win conditions (configurable in **Event Settings**):

SET	POINTS TO WIN
Sets 1 through 4	25 (must lead by 2)
Final set (3rd of 3, or 5th of 5)	15 (must lead by 2)

The app supports best-of-3 and best-of-5 match formats.

Serve Indicator

The serve indicator automatically switches to the team that won the last rally.

Tap the

serve indicator to manually change it if a correction is needed — for example, after a

side-out that was not the result of a scored rally.

Player Tracking

Up to 6 active players per team are tracked per set. Tap **Lineup** to view and edit the player roster.

Statistics

STAT	HOW TO RECORD
Kill	Tap Kill and select the player
Dig	Tap Dig and select the player
Ace (service ace)	Tap Ace and select the player

Substitutions

Tap **Sub** to record a substitution. The app tracks the substitution count per set.

Most volleyball rule sets limit the number of substitutions per team per set — the app

monitors and displays the count; limit enforcement is the responsibility of the officials.

Wrestling

Scoring Overview

Wrestling tracks points for individual wrestlers, not teams (except in dual meets). Select the

wrestler before tapping a scoring action to assign points correctly.

Individual Scoring

ACTION	POINTS	DESCRIPTION
Takedown	2	Wrestler takes opponent from neutral position to the mat
Escape	1	Wrestler gets away from opponent and returns to neutral position
Reversal	2	Wrestler moves from bottom (defensive) to top (offensive) position
Near Fall — Short	2	Brief near fall (less than the threshold for a long near fall)
Near Fall — Long	3	Near fall held at the longer exposure threshold
Penalty	1 or 2	Points awarded to the opponent for a rules violation

Dual Meet – Team Points

In a dual meet, team points are awarded based on individual match outcomes:

MATCH OUTCOME	TEAM POINTS
Decision	3
Major Decision	4
Technical Fall	5
Pin (Fall)	6

Match Clock

Match periods and default durations:

PERIOD	DURATION
Period 1	3 minutes
Period 2	2 minutes
Period 3	2 minutes

The operator starts and stops the clock as directed by the referee. At the end of each period,

the app prompts the operator to confirm the starting position before the next period begins.

The clock resets automatically to the correct duration.

Advantage / Riding Time Clock

The advantage clock (riding time) tracks how long one wrestler holds a controlling (top) position.

01 Start the riding time clock for the wrestler in the **top** position.

02 Stop it when control changes or play stops.

03 At the end of the match: if one wrestler has **1 minute or more** of net riding time advantage,

that wrestler receives **1 bonus point**.

The scoreboard displays the net riding time difference between the two wrestlers.

The advantage indicator updates automatically when the operator starts one wrestler's clock.

Injury Time Clock

If the referee grants injury time, start the **Injury Time** clock. Each wrestler is allowed

1.5 minutes cumulative per match. The app tracks remaining injury time per wrestler and

alerts the operator when time is running low.

Blood Time Clock

When a wrestler is bleeding and needs treatment, tap **Blood Time** to start the blood time clock.

Stop it when the match resumes. Blood time and injury time are tracked separately.

Weight Class

Set the weight class before each match in **Match Settings**. The scoreboard displays the current

weight class to help spectators follow the order in a dual meet or tournament.

Lacrosse

Scoring

- **Goal** — Adds one goal to the selected team
- **Shot** — Increments shot count
- **Save** — Increments save count

Penalties

Supports up to three simultaneous penalties per team.

To add a penalty:

01 Tap **Penalty**.

02 Enter the **player number**.

03 Select the **duration**:

DURATION	TYPE
30 seconds	Technical foul
1 minute	Personal foul (minor)
2 minutes	Personal foul (standard)
3 minutes	Personal foul (major)

01 Tap **Confirm**.

Attack Clock

The attack clock gives the offensive team a limited time to advance the ball into the attack zone.

LEVEL	DEFAULT DURATION
Youth / High School	80 seconds
College / Professional	60 seconds

Configure the attack clock in **Event Settings** before starting the event. The clock resets when

possession changes or when the offense enters the attack zone.

Periods

Tap **Period** to advance to the next period.

Tennis

Point Scoring

Tennis uses standard scoring progression: **0 → 15 → 30 → 40 → Deuce → Advantage → Game**.

Tap **Point** for the player who won the rally. The app manages the progression automatically,

including deuce and advantage states.

Sets and Tiebreaks

Standard Set: First player to 6 games, winning by 2. At 6–6, a tiebreak begins automatically.

Tiebreak: First to 7 points, winning by 2.

Super Tiebreak: Used in place of a final set in some formats. First to 10 points, winning by 2.

When prompted at the start of the final set, tap **Super Tiebreak** to enter this mode.

Serve Indicator

Tap the serve indicator to assign the serve to either player. The indicator shows on the scoreboard

and helps spectators follow who is serving.

Faults

- **Fault** — Records a first serve fault
- **Double Fault** — Records a double fault and awards the point to the opponent

Winners

Tap **Winner** to record a winner shot (optional — affects statistics, not scoring).

Multi-Court

Up to 6 courts can be managed simultaneously from a single app session. Each court appears as

a separate tab or card. Scores across all courts update in real time.

This is intended for tournament directors managing multiple simultaneous matches.

Optional Timers

A warm-up timer and changeover timer are available in **Event Settings**. These are optional and

do not affect scoring.

Track and Field

Note: Track and field support in Nevco ONE is limited to basic team score display. See the note below for details.

The following are **not** supported in Nevco ONE for track and field:

- Individual athlete timing or photo-finish
- Heat management or lane assignments
- Individual event scoring or field measurements
- Multi-event score aggregation

For full track and field meet management, use FinishLynx or a dedicated meet management system

integrated with your scoreboard.

To display team scores for a track meet:

01 Start an event and select **Track and Field**.

02 Use the manual score controls to set team totals as announced by meet management.

03 The scoreboard displays team names and total scores only.

Configuration & Settings

Event Profiles

An event profile saves the configured settings for a sport so they can be reused for future events

at the same court. Using profiles saves time when the same sport is run repeatedly.

Profiles can store:

- Sport type
- Clock direction (count up or count down)
- Period or half duration
- Shot clock, play clock, or attack clock values
- Team names (optional — leave blank if teams change each game)

To save an event profile:

01 Configure your event settings before or during an event.

02 Tap **Save as Profile**.

03 Enter a profile name and tap **Save**.

To load an event profile:

01 When starting an event, tap **Load Profile**.

02 Select the profile from the list.

03 Review settings and tap **Begin Event**.

Clock Settings

SETTING	DESCRIPTION	DEFAULT (VARIES BY SPORT)
Clock Direction	Count up from 0:00, or count down from a set time	Sport-dependent
Period Duration	Length of each period or half in minutes	Sport-dependent
Overtime Duration	Length of overtime periods	Sport-dependent
Shot Clock (Full Reset)	Basketball full shot clock reset value	24s (NBA) or 30s (NCAA)
Shot Clock (Short Reset)	Basketball short reset value after offensive rebounds	14s (NBA rules)
Attack Clock	Lacrosse attack clock duration	80 seconds
Play Clock (Standard)	Football standard play clock reset	40 seconds
Play Clock (Short)	Football play clock after penalty or measurement	25 seconds

Display Settings

SETTING	DESCRIPTION
Brightness	LED brightness of the scoreboard display. Indoor boards default to Bright ; outdoor boards default to Dim . Adjust for ambient light conditions.
Team Names	Home and away team names displayed on the scoreboard (if supported by the scoreboard model).
Weight Class (Wrestling)	Weight class text shown on the scoreboard before each wrestling match.

Horn Settings

Horn tone and volume settings are available for **outdoor scoreboards only**.

SETTING	DESCRIPTION
Auto Horn	Sounds for a minimum of 4 seconds when: the main clock expires, a timeout ends, an aux timer ends, or an aux timer reaches its stop time. Can be disabled in Main Time Options .
Horn Tone	Select from available horn sounds (outdoor boards only).
Horn Volume	Adjust the horn volume level (outdoor boards only).

Timeout Settings

SETTING	DESCRIPTION	DEFAULT
Timeout Duration	Length of charged timeouts	60 seconds
Timeouts Per Team	Number of timeouts each team starts with	Sport-dependent

Idle Timeout

SETTING	DESCRIPTION	DEFAULT
Idle Timeout	Minutes before an inactive event automatically closes if all operators have disconnected	15 minutes

Increase the idle timeout before planned long breaks — weather delays, extended halftimes, or tournament gaps — to prevent automatic event closure.

Segment Timer

The segment timer pre-programs a list of time segments for practice drills, structured warm-ups, or interval training.

To configure:

- 01 Go to **Event Settings > Segment Timer**.
- 02 Tap **Add Segment** and enter the duration for each segment.
- 03 Enable **Auto Horn** if the horn should sound when each segment ends.
- 04 Enable **Auto Advance** if the next segment should start automatically; otherwise the operator must tap **Time On** to begin each segment.

How it runs:

The first segment loads into the main clock and counts down. At zero, the horn sounds (if enabled)

and the timer advances to the next segment. When all segments complete, the timer ends.

Note: This is sometimes called a Practice Timer. The segment timer can replicate the function of the older Interval Horn by setting up equal-duration segments.

Auxiliary Timer

The aux timer is a secondary clock that operates independently of the main match clock.

SETTING	DESCRIPTION
Direction	Count up or count down
Start Behavior	Start and stop with the main clock, or run continuously regardless of clock state
Aux Stop Time	A target value at which the aux timer triggers the auto horn (for countdown mode)

Common uses:

- Soccer stoppage time (count up independently during added time)
- Facility usage tracking (run continuously to log total time on a court)
- Recording elapsed time of specific in-game events

The aux timer value can be viewed in the app by tapping **Aux Time** in the clock section,

or it can be shown on an auxiliary time display connected to the system.

Time of Day

The Master device maintains a time-of-day clock powered by its internal battery, even when

unplugged. The clock remains accurate without a network connection.

To display the time of day on the scoreboard: tap **Time of Day** in the app.

To return to the game clock: tap **Time On** or begin any scoring action.

Network & Connectivity

Network Requirements

All Nevco ONE devices — Master devices, wireless receivers, and the phone or tablet running the

Controller app — must be on the **same VLAN and subnet**. Nevco ONE uses mDNS (multicast DNS) for

device discovery, and mDNS traffic does not cross VLAN boundaries.

PROTOCOL	PORT	PURPOSE
mDNS	UDP 5353 (multicast 224.0.0.251)	Device discovery — Master devices announce their presence on the local network
WebSocket	TCP 2323	Real-time scoring data between the Controller app and Master device
HTTPS	TCP 443	ONE Cloud communication: account login, firmware updates, remote management

Warning: Placing Nevco devices on a separate VLAN from the Controller app device will break scoring. Do not use network isolation or VLAN segmentation between any Nevco ONE components.

IT / Installer: Network Checklist

- [] All Nevco Master devices on the same VLAN as Controller app devices (phones/tablets)
- [] All wireless receivers on the same VLAN
- [] mDNS traffic (UDP 5353 multicast to 224.0.0.251) permitted within the VLAN — not blocked by managed switches
- [] TCP port 2323 not blocked by any firewall or ACL within the VLAN
- [] Outbound HTTPS (TCP 443) permitted to ONE Cloud from all devices
- [] Wi-Fi client isolation is **disabled** on the access point — devices must be able to communicate with each other on the same SSID

- [] DHCP available on the VLAN for all devices

Wi-Fi Setup

Wi-Fi credentials are entered during the venue setup wizard (Steps 3–4). All wireless Nevco

devices at the venue use the same SSID and password.

Requirements:

- Minimum 8-character password
- SSID is case-sensitive — enter it exactly as configured on the access point
- 2.4 GHz and 5 GHz networks are both supported
- Client isolation must be **off** on the access point

If Wi-Fi credentials change after initial setup:

01 Go to **Settings > Venues >** tap the venue > **Wi-Fi Settings**.

02 Enter the new SSID and password.

03 Save, then power cycle all wireless Nevco devices at the venue.

Note: Wireless devices attempt to reconnect to the configured network every 2 seconds after a connection loss. If the SSID or password has changed, they will not reconnect until the new credentials are pushed from the app and devices are power cycled.

Wired (Ethernet) Connection

Ethernet is the most reliable connection method for both Master devices and wireless receivers.

Use Ethernet wherever a cable run to the device location is practical.

No special configuration is required — plug the Ethernet cable into the device and a network

switch on the correct VLAN. The device obtains an IP address via DHCP.

MobileConnect / Access Point Mode

If no venue Wi-Fi is available at a scoreboard location, configure the wireless receiver in

Server (Access Point) mode. The receiver creates its own Wi-Fi network.

DETAIL	VALUE
Network name (SSID)	nevco-XXXXXXX where XXXXXX is the device serial number
Gateway IP	172.28.235.1

All Nevco devices at that court — including the phone or tablet running the Controller app —

must be connected to the receiver's Wi-Fi network to communicate.

Configure the other devices to join this network during venue setup (Step 7) or by updating

each device's Wi-Fi settings in the app.

Signal Quality Reference

Check the RSSI (signal strength) reading in the app to evaluate wireless signal at a device location.

RSSI RANGE	SIGNAL QUALITY
-30 to -50 dBm	Excellent
-50 to -60 dBm	Good
-60 to -70 dBm	Fair — acceptable, but consider moving the access point closer
-70 to -80 dBm	Weak — scoring reliability may be affected
Below -80 dBm	Very weak — likely to cause connectivity issues

To improve signal quality:

- Move the Wi-Fi access point closer to Nevco devices
- Add an additional access point to extend coverage in the venue
- Switch the wireless receiver to **Wired (Ethernet)** or **Server (AP)** mode to bypass the venue Wi-Fi signal problem at that location

X3 RF Connection

The X3 communicates with the Master device using RF at 915 MHz. This connection does not

require Wi-Fi or Ethernet and is independent of the venue network.

RF range: Up to 1,000 feet line-of-sight.

RF performance may be reduced by:

- Metal structures (bleachers, metal ceilings, steel beams)
- Physical obstructions between the X3 and Master device
- Other devices operating at 915 MHz in the same space

If the X3 loses connection, the role reversal feature provides an 8-second reconnection

window — see [Advanced Features](#) for details.

Troubleshooting

Device Not Found / Not Connecting

SYMPTOM	STEPS TO RESOLVE
Master device not appearing in the app	1. Confirm the device is powered on (Red LED steady, Amber LED flashing = normal). 2. Confirm your phone/tablet is on the same Wi-Fi network and VLAN as the Master device. 3. Confirm mDNS (UDP 5353) is not blocked on the network — check with your IT administrator. 4. Power cycle the Master device and wait 2 minutes. 5. Force-close and reopen the Controller app.
Wireless receiver not appearing in Bluetooth scan	1. Confirm the receiver is powered on. 2. Confirm Bluetooth is enabled on your phone/tablet. 3. Move your phone/tablet within 30 feet of the receiver. 4. Tap Scan Again .
Device shows as offline after previously working	1. Check power to the device. 2. Check the network cable (if wired). Re-seat both ends. 3. Check Wi-Fi signal at the device location. If RSSI is below -70 dBm, signal is too weak for reliable operation. 4. Power cycle the device and wait 2 minutes. 5. If all Nevco devices are not on the same VLAN, work with your IT administrator to correct the network topology.

Scoreboard Not Updating

SYMPTOM	STEPS TO RESOLVE
Scoreboard shows no data	1. Confirm the Master device shows as connected (green status) in the app. 2. If using a wireless receiver, confirm the receiver is connected and the correct scoreboard model is assigned. 3. Check the cable from the receiver to the scoreboard display. 4. Verify the scoreboard is powered on.
Scoreboard shows wrong sport or incorrect data	1. Verify the correct scoreboard model is assigned to this court in Settings > Devices . 2. End the current event and start a new one with the correct sport selected.
Scoreboard still shows the previous game's data	1. If an event is still marked active, tap End Event . 2. If no event is active, the scoreboard should reset automatically. Power cycle the Master device if it does not clear.

Scoring Errors

SYMPTOM	STEPS TO RESOLVE
Incorrect score on the scoreboard	1. Tap Undo if the error just occurred. 2. If undo is no longer available, long-press the score display for the affected team and enter the correct total. 3. For period or inning scores, long-press the specific period entry.
Game clock shows wrong time	1. Tap the clock display to open the clock correction panel. 2. Enter the correct time and confirm.
Shot clock does not respond after expiry	1. The shot clock must be manually reset after it expires. Tap Full Reset or Short Reset as appropriate. 2. The shot clock does not auto-reset — always reset before the next possession.

Wireless Receiver Issues

SYMPTOM	STEPS TO RESOLVE
Receiver is connected but scoreboard does not update	1. Verify the scoreboard model assigned to this receiver matches the physical scoreboard exactly. 2. Check the physical cable from the receiver to the scoreboard display — re-seat both ends.
Receiver repeatedly drops connection	1. Check the Wi-Fi RSSI at the receiver location. Below -70 dBm is too weak for reliable operation. 2. Reposition the access point or add a second access point. 3. Switch the receiver to Wired (Ethernet) or Server (AP) mode to bypass the weak Wi-Fi.
Server (AP) mode not working — other devices cannot connect	1. Confirm all other Nevco devices are configured to join the receiver's network (SSID: <code>nevco-XXXXXXXX</code>). 2. Update any devices not yet joined to use the correct SSID and reconnect.

App and Account Issues

SYMPTOM	STEPS TO RESOLVE
Cannot sign in	1. Verify your email address and password are correct. 2. Check internet connectivity on your phone/tablet. 3. If you do not have an account, contact your System Admin — accounts are admin-provisioned only. 4. Use Forgot Password on the sign-in screen to reset your password.
App does not show my venue	1. Confirm you are signed in to the correct account. 2. Contact your System Admin to confirm your account has the correct role and venue access assigned.
Event closed unexpectedly mid-game	1. The default idle timeout is 15 minutes. If all operators disconnected, the event closed automatically. 2. Start a new event and use hold-to-set to restore the correct scores. 3. For future events, increase the idle timeout in Event Settings before any planned long break.

Firmware Update Issues

SYMPTOM	STEPS TO RESOLVE
Update fails or stalls	1. Do not power off the device at any stage of the update. 2. Ensure your phone/tablet has a stable internet connection. 3. If stalled at the Apply stage, wait 5 minutes before taking action. 4. If the device is unresponsive after 10+ minutes, contact Nevco support before power cycling.
Device shows outdated firmware but update cannot be started	1. Verify internet access on the device running the Controller app. 2. Go to Settings > Devices > tap the device > Update Firmware and try again. 3. If the update still cannot be initiated, contact Nevco support.

Controller App Crashes or Freezes During an Event

The event is not lost. Event state is held on the Master device, not in the Controller app.

If the app crashes:

- The Master device continues running the event — scores, timers, and data are preserved
- Any other connected Controller users continue working normally
- The scoreboard keeps displaying current data
- Reopening the app and rejoining the event restores current scores and timer values

The one exception: if the **Master device itself** crashes (not the app), in-progress event data

may be lost because it is held in active memory on the Master.

Recovering After a Crash

01 **Reopen the Nevco One Controller app.**

02 **Tap your venue** and navigate to the active court.

03 **Join the event** — the app syncs with the Master device and shows the current scores and timer values.

01 **Continue the event** as normal.

If the event closed during the crash (due to the 15-minute idle timeout with no connected

controllers), start a new event and use the hold-to-set method to restore the correct scores.

Common Causes

CAUSE	WHAT TO DO
Low memory on the device	Close all other apps before events. Restart the device before game day to free up memory.
Low storage space	Check available storage in device settings. Remove unused apps, photos, or large files.

CAUSE	WHAT TO DO
Battery saver mode active	Disable battery saver mode while running the Controller app. Keep the device plugged in during events.
Screen went to sleep	Set the device screen timeout to a long duration or "Never." Devices that sleep may close active apps.
App needs an update	Update the Nevco One Controller app to the latest version available in the App Store or Google Play.
Operating system needs an update	Update the device OS to the latest supported version.

Tip: Before events, close all other apps, confirm the device is plugged in, disable battery saver mode, and set the screen timeout to a long duration. These steps eliminate the most common crash causes.

When to Contact Nevco Support

Contact Nevco support if:

- A device is not discoverable via Bluetooth after confirming it is powered on and within 30 feet, even after a power cycle.
- A wireless receiver connects to the network but the scoreboard shows no data and the assigned scoreboard model has been verified as correct.
- A device repeatedly drops connection during events despite strong Wi-Fi signal and correct VLAN configuration.
- Firmware on a device appears outdated and cannot be updated through the in-app process.
- Any hardware damage is suspected (physical impact, water exposure, power surge).

Nevco Support Contact

Phone	1-800-851-4040
Online	nevcosupport.freshdesk.com
Address	Nevco Service Department 301 East Harris Avenue Greenville, IL 62246

Advanced Features

Multi-Court Tennis

The Controller app can manage up to 6 tennis courts simultaneously from a single session. Each

court appears as a separate tab or card in the multi-court view with its own independent score,

serve indicator, and set management.

This is designed for tournament directors who need to track multiple matches at once without

switching between devices or using multiple phones.

To add courts in multi-court view:

- 01 Start an event on the first court as normal.
 - 02 Tap **Add Court** in the multi-court toolbar.
 - 03 Select the additional court and start its event.
 - 04 Repeat for up to 6 courts.
-

All tiebreak logic, serve tracking, and set progression operate independently per court.

Stat Panels

Stat panels are auxiliary scoreboard displays that show detailed statistics alongside the main scoreboard. They are assigned during venue setup (Step 8 of the wizard) just like the main scoreboard.

PANEL MODEL	USE
PTF-7	Basketball — individual player statistics (points scored, personal foul count per player)
SD7-5	Multi-sport — 5-line statistics display for general use
SD7-9	Volleyball — 6-line statistics display

Once a stat panel is assigned to a court, data recorded in the Controller app (player fouls, kills, digs, aces) feeds the panel automatically. No separate configuration is needed for each event.

Segment Timer

The segment timer pre-programs a sequence of countdown intervals, making it useful for practice sessions, drill rotations, and interval training.

How the segment timer works:

01 The first segment loads into the main clock and begins counting down.

02 When the segment reaches zero, the auto horn sounds (if enabled).

03 The timer advances to the next segment.

04 If **Auto Advance** is on, the next segment starts immediately.

If **Auto Advance** is off, the operator taps **Time On** to begin the next segment.

01 When all segments finish, the timer ends.

Example — Practice session:

Segment	Duration	Purpose
1	10:00	Warm-up
2	20:00	Scrimmage
3	05:00	Cool-down

The segment timer can also replicate the function of the older **Interval Horn** by configuring

equal-duration segments with auto horn enabled.

See [Configuration](#) for setup instructions.

Auxiliary Timer

The aux timer runs independently of the main match clock and is available in all sports.

Common uses:

- **Soccer stoppage time** — start the aux clock during added time at the end of each half;
it counts up without affecting the main clock.
- **Halftime timing** — start the aux clock when the half ends; stop it when the second half begins.

- **Facility usage tracking** — run the aux clock continuously throughout a booking period, regardless of clock stoppages.

The aux timer direction (up or down), start behavior (with main clock or independent), and

stop time (if using countdown) are all configurable in **Event Settings**. See

[Configuration](#) for the settings reference.

Role Reversal (X3 RF Mode)

In RF-only environments — where the X3 is the primary scoring controller without a Wi-Fi

connection to a Controller app — Nevco ONE includes a reconnection mechanism called role reversal.

How role reversal works:

01 Normally, the Master device acts as the RF network server.

02 If the X3 loses contact (brief interference, temporary obstruction), the *wireless receiver

temporarily takes over as the server* for an 8-second window.

01 If the X3 re-establishes contact within 8 seconds, scoring resumes seamlessly without any

operator action.

01 If the X3 does not reconnect within 8 seconds, the connection is dropped and must be

re-established manually.

In most cases this is completely transparent — the scoreboard continues updating without interruption and the operator is unaware any reconnection took place.

Time of Day Display

The Master device maintains a real-time clock powered by an internal battery. The clock

stays accurate even when the device is unplugged or powered off.

To display the time of day on the scoreboard:

01 Tap **Time of Day** in the Controller app clock section.

02 The scoreboard switches to showing the current time.

To return to the game clock: tap **Time On** or perform any scoring action.

Profiles for Repeated Events

Event profiles save time when the same sport is run at the same court repeatedly. Beyond

sport settings, profiles can also pre-load team names for recurring matchups (conference

games, home teams, etc.).

Profiles are stored per organization and available to all operators who have access to the venue.

This makes it easy for multiple operators at the same facility to work from consistent settings

without re-entering them each game.

See [Configuration](#) for how to save and load profiles.

Frequently Asked Questions

Account and Access

Q: How do I create a Nevco ONE account?

Accounts are created by your organization's System Admin or by Nevco. There is no self-registration.

Check your email for an invitation link. If you have not received one, contact your System Admin.

Q: I forgot my password. How do I reset it?

Tap **Forgot Password** on the sign-in screen. A reset link will be sent to your email address.

If you do not receive it within a few minutes, check your spam folder.

Q: Why can I not see my venue in the app?

Your account role may not have access to that venue, or the venue has not been assigned to your

account. Contact your System Admin to verify your role and venue access.

Q: What is the difference between an Operator and a Match Operator?

An Operator can start and end events, adjust all in-game settings, and make most changes during

play. A Match Operator has access to scoring and clock controls only — they cannot end events,

change event settings, or manage devices. Use Match Operator for scorekeepers who should not

have access to broader controls.

Q: Can I be logged in on multiple devices at the same time?

Yes. Your account can be active on more than one device. All connected devices can control the same active event simultaneously.

Venue and Device Setup

Q: A device does not appear during the Bluetooth scan. What do I do?

Confirm the device is powered on. Move your phone within 30 feet. Ensure Bluetooth is enabled.

Tap **Scan Again**. If the device still does not appear after a power cycle, contact Nevco support.

Q: How long does a Master device take to start up?

Allow approximately 2 minutes after powering on before attempting to connect. The Red LED

steady + Amber LED flashing indicates the device is ready.

Q: Do I need to run the venue setup wizard every time I use the venue?

No. Run the wizard once per venue. The configuration persists. Only repeat it if your network

setup, hardware, or scoreboard assignments change.

Q: Can I change a receiver's network role (Wired / Wireless / AP) after setup?

Yes. Go to **Settings > Devices**, tap the receiver, tap **Network Role**, select the new role,

and save.

Q: What happens if I change the venue Wi-Fi password?

Update the credentials in **Settings > Venues > Wi-Fi Settings**, then power cycle all

wireless Nevco devices at the venue. Devices will pick up the new password on restart.

Events and Scoring

Q: I accidentally added points to the wrong team. What do I do?

Tap **Undo** immediately. If undo is no longer available, long-press the score display for

the affected team and enter the correct total directly.

Q: What happens if the event times out during a weather delay?

If all operators disconnected and the idle timeout (default 15 minutes) expired, the event

closed automatically. Start a new event and use the hold-to-set method to restore the correct

score. In the future, increase the idle timeout in **Event Settings** before any planned long break.

Q: Can I save a game in progress and resume it later?

Nevco ONE does not have a built-in save/resume. To pause a game, leave the event active (tap

Leave Event, not **End Event**) and ensure at least one operator stays connected, or increase

the idle timeout to cover the break. If the event closes before you return, start a new event

and manually restore the scores.

Q: Can multiple operators score the same event?

Yes. Multiple Controller app users can connect to the same active event simultaneously. Any scoring action from any connected user updates the scoreboard immediately.

Q: How do I end a game without resetting the scoreboard immediately?

You cannot delay the reset — tapping **End Event** closes the event and resets the scoreboard

at the same time. If you want to keep the final score on the board while wrapping up, use

Leave Event instead and return to end it when ready.

Basketball

Q: The shot clock expired but it is not resetting. What do I do?

The shot clock must be manually reset after expiry. Tap **Full Reset** (for a full possession)

or **Short Reset** (e.g., after an offensive rebound under NBA rules). The shot clock does not

auto-reset.

Q: How do I record a team foul not attributed to a specific player?

Tap **Foul** and select **Team Foul** (rather than a player number). This increments the team

foul total without attributing it to an individual.

Q: The bonus indicator is wrong. How do I fix it?

Tap the bonus indicator to cycle it to the correct state: None → Bonus → Double Bonus.

Football

Q: How do I set the ball on (line of scrimmage)?

Long-press the **Ball On** display. A number entry pad appears. Enter the yard line and tap **Set**.

Q: When do I use the 25-second play clock?

Use the 25-second reset after penalties, measurements, and other stoppages where the rules

require the shorter play clock. Use 40 seconds for standard plays after the previous play ends.

Volleyball

Q: The serve indicator is wrong. Can I fix it?

Yes. Tap the serve indicator to toggle it to the correct team. The serve indicator does not

affect scoring — it is a display-only element.

Q: How does the app know when a set is over?

After each point, the app checks whether the active team has reached the win condition (default:

25 points for sets 1–4, 15 for the final set, each requiring a 2-point lead). When the condition

is met, the app prompts you to start the next set.

Q: Can I configure the number of sets in a match?

Yes. In **Event Settings** before starting the event, select best-of-3 or best-of-5.

Wrestling

Q: How does riding time work?

Start the riding time clock when the wrestler in the top (controlling) position achieves

control. Stop it when control changes or play stops. At the end of the match, the wrestler

with 1 minute or more of net riding time advantage receives 1 bonus point.

Q: How do I record a pin (fall)?

Stop the match clock. Record the fall in the app by selecting **Fall** as the match outcome.

In a dual meet, the winning team receives 6 team points.

Q: How do I track injury time across multiple stoppages?

The app tracks cumulative injury time per wrestler automatically. Each time you start the

injury time clock, it counts down from the remaining allotment (maximum 1.5 minutes per

wrestler per match). The app alerts you when a wrestler's time is nearly exhausted.

Tennis

Q: How does the tiebreak start?

At 6–6 games in any standard set, the app enters tiebreak mode automatically.

First to 7 points with a 2-point lead wins the tiebreak and the set.

Q: How do I use a super tiebreak instead of a final set?

At the start of the final set, tap **Super Tiebreak** when prompted. First to 10 points

with a 2-point lead wins.

Q: How do I manage more than one court at a time?

Use the multi-court view to manage up to 6 courts simultaneously. Tap **Add Court** from

within the scoring interface to add another court. See [Advanced Features](#).

Hardware and Power

Q: The Master device LEDs show an unexpected pattern.

Red steady + Amber flashing is normal operation. Any other pattern indicates an issue.

Power cycle the device and wait 2 minutes. If the pattern persists after restart, contact Nevco support.

Q: My HHS is not starting the clock.

Confirm the HHS is charged (connect via USB and check the battery indicator). Confirm the

HHS is within RF range of the Master device. If neither resolves the issue, contact Nevco support.

Q: The firmware update is taking a long time. Should I power off the device?

No. Do not power off the device at any stage (Download, Apply, or Reboot). Wait for completion.

If the device appears stuck for more than 10 minutes, contact Nevco support before taking any action.

Need Help?

Phone	1-800-851-4040
Online	nevcosupport.freshdesk.com
Address	Nevco Service Department 301 East Harris Avenue Greenville, IL 62246