Thank You

Thank You for choosing FanZone Scoreboards by Nevco. We appreciate your business.

The following instructions will help you become familiar with the operation and features of the scoreboard system.
Please take a few minutes to study this manual, and to practice with the control.

If you ever have any questions or comments, please call or email us.

[redacted]

IMPORTANT BROADCAST DELAY NOTICE:

Broadcast delays can vary depending on your service provider and may lag up to 90 seconds behind the live action. To help sync with your TV broadcast, the app includes adjustable delay settings. We recommend testing and fine-tuning these during your first game to find the best match for your setup.

If you need to adjust the delay in settings, do so during a commercial break or timeout to avoid disrupting the game experience. Reference page 14 of the manual for delay settings.

Setup your FanZone Scoreboard

Your FanZone Scoreboard can be configured and controlled from an application on your mobile phone or tablet. The scoreboard has integrated wired and wireless interfaces, including Bluetooth, WiFi, and Ethernet.

FanZone offers two dynamic ways to bring the action home:

1. **Live Streaming Scores via the FanZone Scoreboards App**
   Experience real-time NFL game updates streamed directly to your scoreboard. To get started, follow the step-by-step instructions on pages 10–14 to download the app, complete the setup, and begin streaming.

2. **Manual Scoring with the ONE Controller App**
   Prefer to call the shots yourself? Use the ONE Controller App to manually score your own games with ease. Setup instructions can be found on pages 15–19.

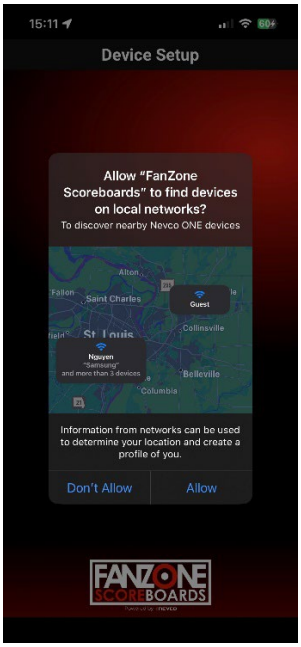
*Your scoreboard **must** be fully set up in the FanZone Scoreboards app before using the manual scoring option.*

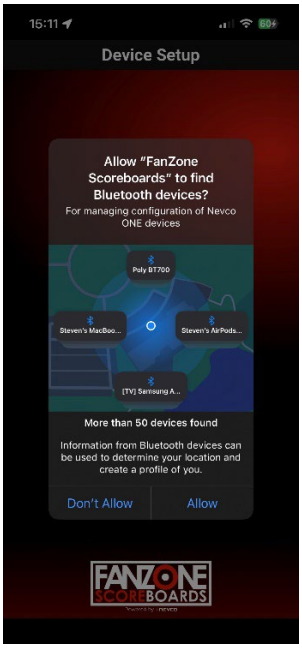
Download the **FanZone Scoreboards app** from Apple App Store or Google Play for your iOS or Android mobile phone or tablet to get started.

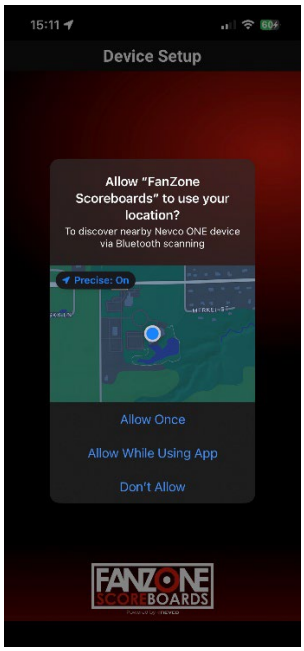
Before you begin, ensure **Bluetooth** on your mobile device or tablet is turned **ON**. Also, connect your iOS or Android device to the same Wi-Fi network as the scoreboard.

When you open your FanZone Scoreboards App for the first time, you'll need to select **Allow for** the following permissions before proceeding. Otherwise, select **Allow While Using the App** if applicable. Application will NOT be fully functional if this is not completed.

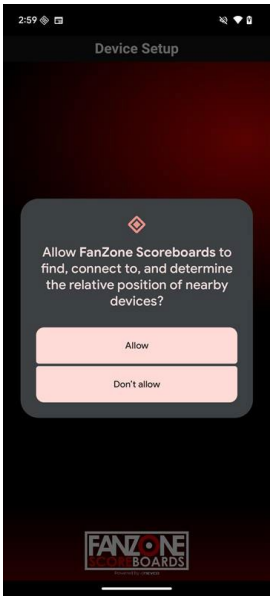
Apple iOS

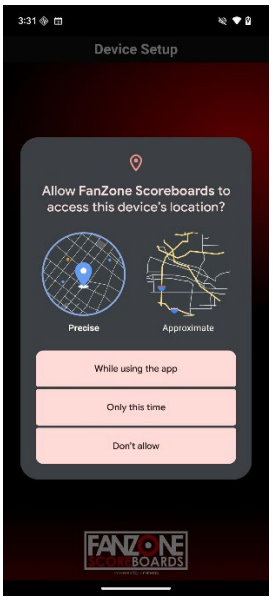




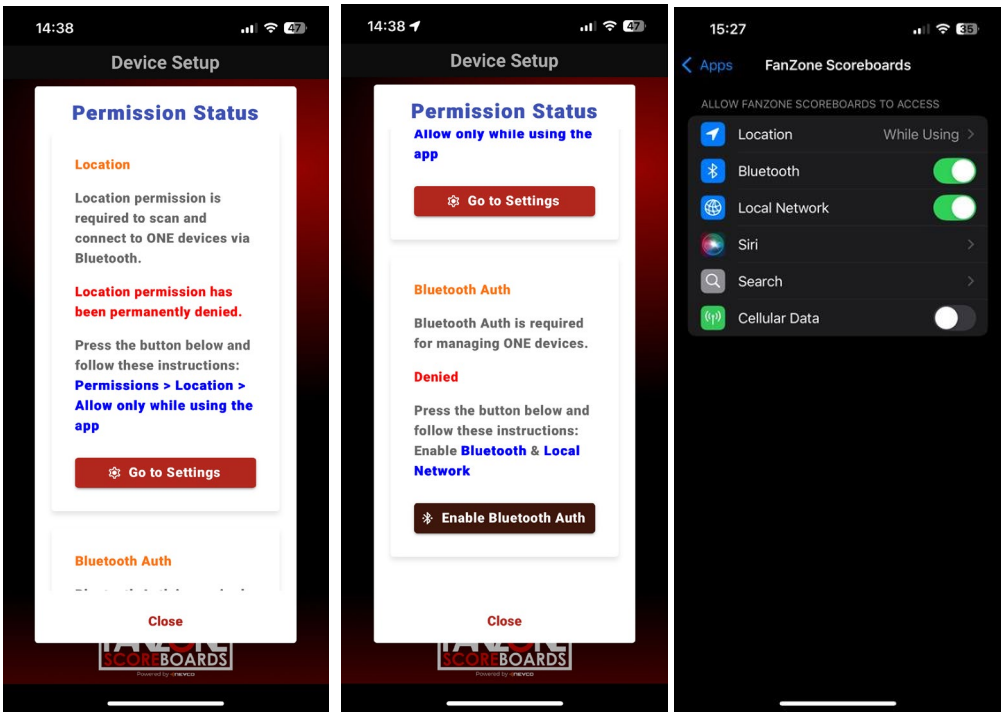


Android

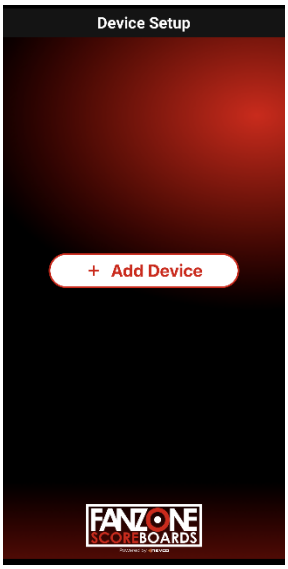


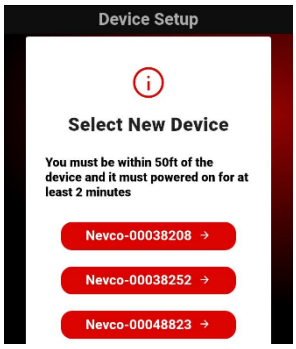
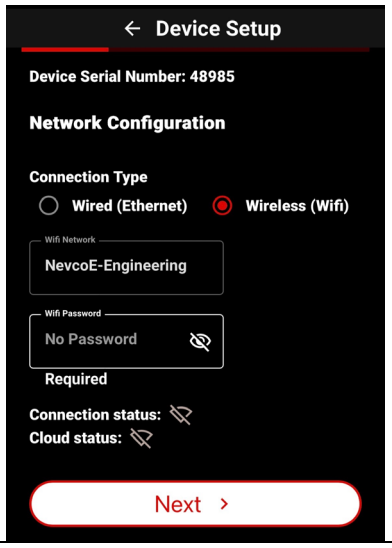


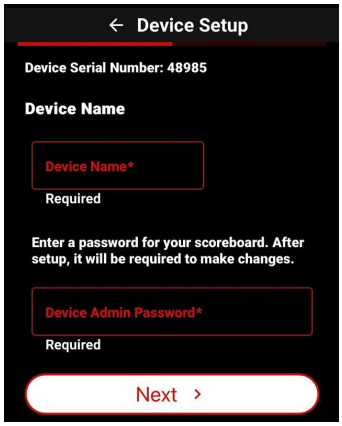
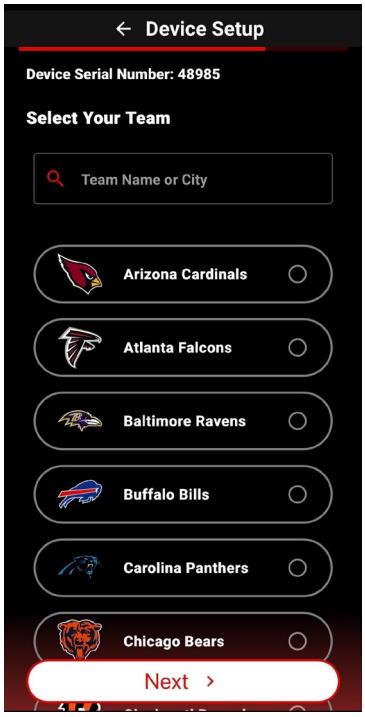
A **Permission Status** dialog will appear upon starting the app if you've misconfigured any permission(s). The dialog will guide you through which permissions needs to be changed/enabled. Upon clicking one of the buttons, you'll be redirected to FanZone Scoreboard's Apps settings to make the necessary changes as per the directions which should match the image below:



FanZone Scoreboards App Configuration

1) Once you've allowed the permission prompts, be sure you are within 50' of your scoreboard, and it has been powered on for at least two minutes, then select "Add Device".	

2) Select the scoreboard that you are setting up. If you only have one scoreboard, then there will only be one option to choose from. When selected, the app will Bluetooth-connect to that scoreboard for setup and the scoreboard will show 0's in all digits. If you have multiple scoreboards, this will identify which scoreboard is connected, so it can be named and configured appropriately.	
3) Choose the type of connection to your network. The pre-selected **Wireless** option uses the WiFi network in your facility. Ensure your Wifi network has good signal strength at the scoreboard location. The WiFi network name (SSID) will be pre-filled with the name of the network that your mobile device is currently connected to. This can be changed if different. Once the WiFi name and passwords have been entered, select "Next" to proceed.	
4) The **Wired** option requires an Ethernet cable from your scoreboard to your local Ethernet network. The Wired setup also requires the WiFi network name that your mobile device uses which is needed for proper operation of the Manual Scoring feature. Accept the current network name or change if needed and select "Next" to proceed.	

5) Enter a meaningful name for your device. This name will also be used for your Venue (that's referenced in Manual Control section below). Select "Next" to proceed. 6) Enter a Device Admin Password. This will be the password used to access this Scoreboard for making any changes to prevent unauthorized access.	
7) Now, you can enter your team's name or city in search box or scroll through the list to find your team. Make your selection and select "Next". **Note:** If your chosen team is on the road for that week's game, they will show up as 'GUEST' on your scoreboard.	
8) Final configuration options: **Time of Day:** Enabling Time of Day will display the current time on your scoreboard whenever it is inactive (no live game). It can be disabled (default) or show 12-hour or 24-hour format. **Brightness:** The brightness will default to 100%. Tap the pull-down tab to change this value, in 10% increments.	

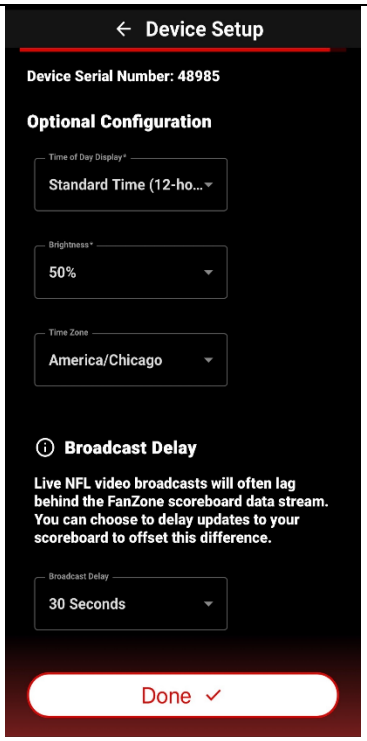
Time Zone: Configure the time zone for your location for displaying the correct time of day if enabled.

Broadcast Delay: Streaming video can lag behind real-time action by up to 90 seconds, causing the scoreboard to display events early. Use the Broadcast Delay option to better sync the scoreboard with the video feed.

Delays will vary based on your service provider. We recommend testing the delay during your first game to find the timing that works best for your setup.

If you need to adjust the delay, do so during a commercial break or timeout to avoid disrupting the game experience.

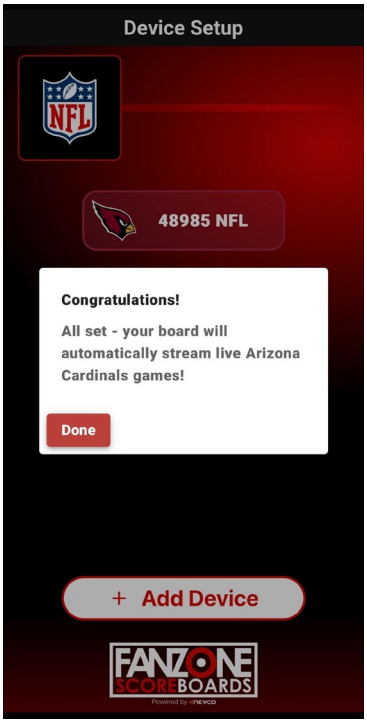
Once you click "Done" your scoreboard setup is complete and will automatically show all live games for your team.



9) Once set up is complete, you will see the configured Scoreboards in your device list. You will also get a pop-up to confirm your Scoreboard been setup correctly and will automatically stream games as per your selected Team.

To add other scoreboards, repeat the configuration process in steps 2 – 8.

To change any of the values for an already configured scoreboard select your scoreboard from the list and enter the Device Admin Password that was created previously.



POST SETUP:

1. **What do I do on game day?**
   - Once you've configured your Scoreboard to the intended team, there's nothing else you'll need to do. The Scoreboard will automatically start streaming the game once it's live.

   -Note: 15:00 will appear on your display as soon as the broadcast stream begins (typically one hour before kickoff) and will remain on the board until the game begins.

2. **How do I switch to a different live game or into Manual Scoring during a live game/stream?**

   - If you'd like to stream a different game, you'll need to press on the Scoreboard option in the FanZone App to enter Device Setup. Once you've selected the right device, you'll just need to swap the Team to the desired result and save once complete.

   - If you'd like to switch to Manual Scoring, open the ONE Controller app and follow the instructions below. Note that your Scoreboard will stop streaming the live game and stream your Manually Scored game instead. Upon ending your Manually Scored game, your Scoreboard will revert to streaming the live game IF it's still ongoing.

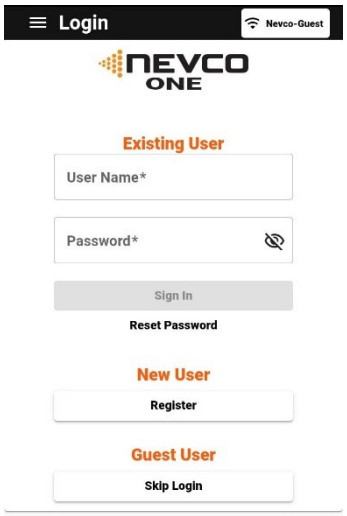
GAME ON! YOU'RE READY TO SCORE!

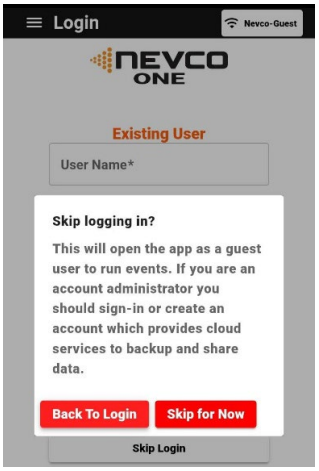
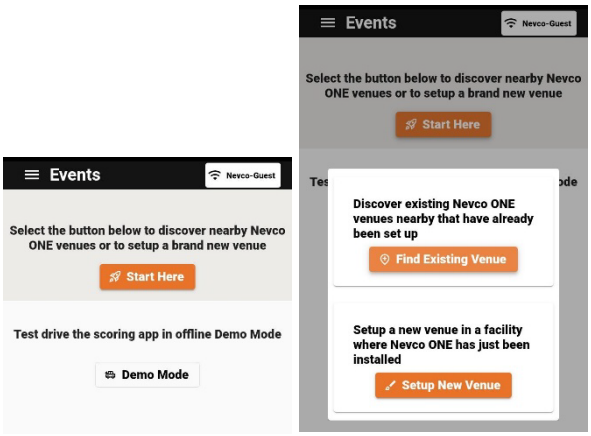
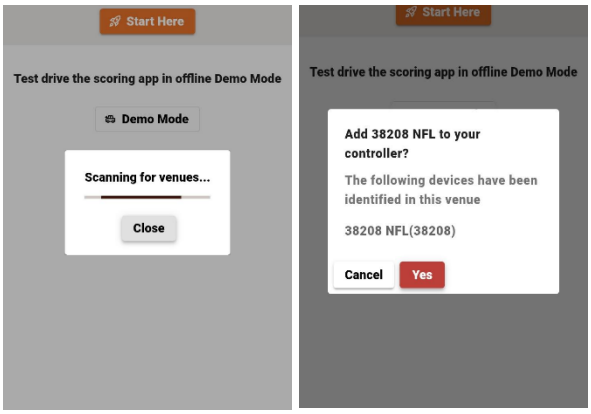
Manual Scoring Configuration

Your FanZone scoreboard also supports the ability to manually score your own games using the Nevco ONE Controller mobile app. Note that this only works when the scoreboard is idle (not displaying the live game stream of your selected team to follow).

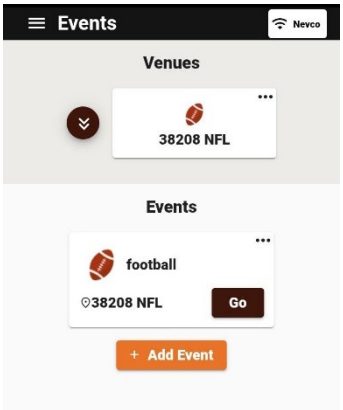
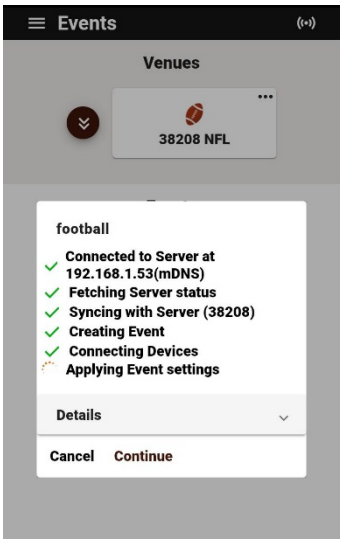
NOTE: *You must perform the initial scoreboard setup above using the FanZone app before setting up manual scoring.*

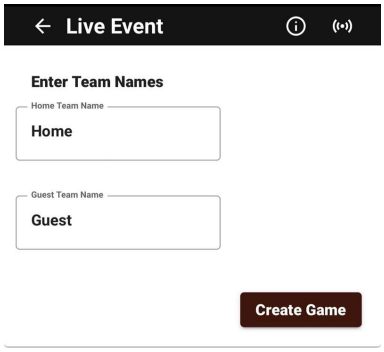
Install and set up the Nevco ONE Controller App:

1) Connect your mobile device to the same Wifi network as your FanZone scoreboard.	
2) Install the Nevco ONE Controller app from the Apple or Google app store.	Download on the App Store GET IT ON Google Play
3) Open the app and choose Skip Login on the ONE Controller login screen NOTE: FanZone scoreboards do not use ONE Cloud accounts.	

4) Select the **Skip for Now** option	
5) You will then be directed to the Events page, select **Start Here**, then choose the option to **Find Existing Venue**.	
6) The app will scan and find any FanZone scoreboards nearby, listing them by the name you gave it during set-up of the FanZone App. Select the one you would like to manually control and follow the prompts to add it to the ONE Controller app. 7) Repeat the last step to add more FanZone scoreboards, if applicable. 8) Initial setup is done, continue to *Starting a Game*.	

Starting a Game:

1) Make sure your mobile device is connected to the same Wifi network as your FanZone scoreboard 2) Open the ONE Controller app.	
3) Select the Venue (scoreboard) you wish to manually control in the Available Venues section. There will be multiple venues shown If you have more than one FanZone scoreboard. 4) In the Events section press “Go” to begin manually scoring your own game.	
5) A brief message indicating that the Controller application is connecting to the scoreboard will appear.	
6) If your scoreboard is currently displaying scores for an active game, it will automatically leave the active game when a manual live scoring game is started.	

7) Note that upon ending your Manually Scored game, your Scoreboard will revert to streaming the live game IF it's still ongoing.	
8) Once connected select "Create Game".	
9) The app will proceed to the Live Event control screen. Select "Start Game" to begin controlling your scoreboard.	
10) To end the game, click on the back arrow in the upper-left corner and confirm with End Event.	
11) Your FanZone scoreboard will now return to the idle state, showing time of day (if configured), and waiting for a live game stream from the cloud.	

FanZone Scoreboard Connections

Your FanZone scoreboard supports 3 types of connections. The purpose of these connections are as follows:

Bluetooth: Bluetooth is used for device discovery and setup, including configuration of your WiFi or Ethernet connection to access the Internet. The range of Bluetooth is about 50', so you must be near your scoreboard for setup.
NOTE: The scoreboard only supports 1 Bluetooth connection at a time, so when a mobile device is connected, other mobile devices will not be able to discover or connect.

WiFi: WiFi is used for Internet connectivity, live streaming, and device management and troubleshooting from Nevco ONE Cloud. Your receiver must be within range of your WiFi router to use this feature. WiFi will not be needed if you have a wired Ethernet connection for Internet connectivity.

Wired Ethernet: Wired Ethernet is the fastest, and most reliable way to connect to your FanZone Scoreboard for Internet connectivity, live streaming, and device management and troubleshooting from Nevco ONE Cloud

Troubleshooting

Problem	Cause(s)	Solution
Scoreboard is not showing the current game, is slow to start, or game time is freezing or stuttering during the game.	Internet connection is not reliable. Local WiFi or Ethernet network is not reliable.	Ensure your WiFi signal strength is good at the scoreboard location – reference the signal strength of a mobile device connected to the same network. From a mobile device on the same network, use a browser to test internet performance. To verify operation of your scoreboard, you could switch to the "Nevco Demo" team, which always has a game streaming.

Device doesn't appear in list/can't be found while Bluetooth scanning	Scoreboard may not be powered on, or mobile device settings or app permissions are not correct	Verify the scoreboard has power connected. Verify that Bluetooth is enabled in your phone settings, you accepted all permissions requests when first installing and running the app, and that you are within 50' of your scoreboard.
If you're still experiencing technical issues, please contact our support team at [redacted] or email [redacted].		

IT Network Requirements

Network Configuration

The following IP protocols and ports must be allowed outbound from your local networking equipment (Wifi APs, routers, firewalls):

Destination	Protocol	Port
Local Network Only	HTTP / WS	TCP 2323
Local Network Only	mDNS	UDP 5353 (multicast)
Internet	HTTPS / WSS	TCP 443 / 2323

- Make sure mDNS is NOT blocked – some routers and Wifi APs will do so by default
- Wifi APs must support WPA2. WPA3 is not yet supported by ONE scoreboards, but it will be added in future software releases.

URL Whitelisting

Nevco ONE Licensed Scoreboards require internet connectivity to function. Connections to the following URL's must be allowed through any firewalls or routers.

- https://one.nevco.com
  Used for all communication to Nevco ONE Cloud (syncing resources, management, troubleshooting, updates, etc.)
- https://nevco-software-staging.s3.amazonaws.com
  Used for downloading new firmware update files for ONE devices

Maintenance

Operating Temperature: 32F to 158F

Storage Temperature: -40F to 185F

Compliance

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

The user is cautioned that changes and modifications made to the equipment without the approval of Nevco could void the user's authority to operate this equipment.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: This device may not cause interference. This device must accept any interference, including interference that may cause undesired operation of the device.