Pixellot: How to Have Successful Broadcasts

- "PIF" Requirements
- Check Unit Status
- Offline Alert Emails
- Create + Run Test Events





You handle the "PIF" requirements. We'll do the rest.

Pixellot is a fully automated system as long as these three requirements are met at your school:

Power – Your system is connected to power and turned on

Internet – Your system is connected to active, hard-line internet

Firewall – Your school firewall and other network settings are configured to meet our <u>Network Requirements</u>

If any of the "PIF" requirements are not met:

- 1) Pixellot will not broadcast
- 2) We cannot remotely access the Pixellot to troubleshoot it



So <u>we need your help</u> to make sure the "PIF" requirements are met at all times.

Checking Status of Pixellot Units

Use Console Mobile to make sure your Pixellot unit is ready to broadcast.

- 1. Go to <u>http://console.nfhsnetwork.com/</u> from your **mobile phone** (log in with your Console credentials)
- 2. Click the **Pixellots** tab on the bottom menu
- Look under the Status column for each unit:
 "SLEEP" = Unit is connected and online
 "OFFLINE" = Unit is offline (*events will not stream*)

Click here for a tutorial video







Offline Unit Alert Emails

If your Pixellot unit is **OFFLINE** and has a **broadcast coming up within the next 72 hours**, you will receive an automated email alert (see screenshot) in **the morning**. The email will come from <u>noreply@nfhsnetwork.com</u>

Please follow the instructions in the email to troubleshoot your Pixellot. Then use Console Mobile (previous slide) to verify the Pixellot is back online.

Make sure you're signed up for offline alerts:

- 1. Go to <u>https://console.nfhsnetwork.com</u> from a desktop computer
- 2. Click SCHOOL PAGE from the left menu
- 3. Click on your School name
- 4. Scroll down to the **Contact and Pixellot Details** section
- Look for your name next to "Pixellot Contact" – if it's not there, click Edit at the bottom of the page, add your contact info, then Save.

	S Reply	≪ Reply All	→ Forward
To O		J	Thu 11/26/2020
Hello!			
This is an alert from the NFHS Network – your	mputer is OFFLINE.		
Please check the following*:			
1) The Pixellot computer is plugged in and powered on			
2) The Pixellot computer is online (i.e. connected to an active, hard-line internet source)			
3) The necessary ports have been opened on the internet network (80, 433, 1935, 443, 2088)			
*If all of the above are already true, please restart the computer.			
When complete, please TEXT or EMAIL Production Support (404-334-7988, <u>support@NFHSnetwork.com</u> name, state, and Pixellot venue.) to confirm your comp	outer is online –	include your scl
Do NOT unplug the computer – it must be connected to power and internet at all times to function prop system's connection to our servers, and may result in interrupted or missed broadcasts.	eerly. Unplugging the co	omputer will disi	rupt the Pixello
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Run a Test Broadcast

Test events are a great way to make sure everything is working – try running one the morning of a game day.

- 1. Go to <u>http://console.nfhsnetwork.com/</u> from your **mobile phone** (log in with your Console credentials)
- 2. Click the yellow **RUN TEST** button
- 3. Select your School and Pixellot unit
- 4. Select a sport
- 5. Click "RUN TEST NOW"
- A test event will be created, and you can click the link to view it



