



USER MANUAL

Live App for iPad & iPhone

App features, instructions, and viewer information.



1st Edition (06/2021)

iPAD COMPATIBILITY

iPad	Year Released	Model Numbers
12.9-inch iPad Pro (5th gen)	2021	A2378, A2461, A2379
11-inch iPad Pro (3rd gen)	2021	A2377, A2459, A2301
iPad Air (4th gen Air)	2021	A2316, A2324, A2325, A2072
The iPad (8th gen iPad)	2020	A2428, A2429, A2430, A2270
12.9-inch iPad Pro (4th gen Pro)	2020	A2229, A2069, A2232, A2233
11-inch iPad Pro (2nd gen Pro)	2020	A2228, A2068, A2230
iPad Air (3rd gen Air)	2019	A2152, A2123, A2153, A2154
iPad Mini (5th gen Mini)	2019	A2133, A2124, A2126, A2125
12.9-inch iPad Pro (3rd gen Pro)	2018	A1876, A1895, A2014
11-inch iPad Pro	2018	A1934, A1980, A2013
The iPad (7th gen iPad)	2019	A2197, A2198, A2200
The iPad (6th gen iPad)	2018	A1893, A1954

IPHONE COMPATIBILITY

iPhone 12	iPhone 12 mini	iPhone 12 Pro	iPhone Pro Max
iPhone 11	iPhone 11 Pro	iPhone 11 Pro Max	
iPhone Xs	iPhone Xs Max	iPhone Xr	iPhone X
iPhone 8	iPhone 8 Plus		
iPhone 7	iPhone 7 Plus		

DOWNLOAD THE LIVE APP

Visit the app store on your device and search “Sport Scope Live.” iOS 14+ is required.

INTERNET CONNECTIONS

Live streaming requires a minimum of 5 Mbps (5,000 Kbps) of upload speed per device on the network. If streaming with multi-view, each device requires 5 Mbps (4 devices x 5 Mbps = 20 Mbps total upload required).

Wi-Fi Network – Private network preferred. School networks may have additional security, contact your IT rep to open Port 1935 for RTMP streaming and whitelist traffic from wowza.com and sportscopelive.com.

Cellular Network (LTE) – Note that not all data plans are typically unlimited on 4G/5G networks. Refer to your data plan contract terms or contact your service provider to ask if you have monthly limits (i.e., 20 GB per month) and if you will be down-throttled upon exceeding that limit. If a connection is down-throttled to lower network tiers, it will affect your stream and potentially stop it. Streaming uses upwards of 2.25 GB per hour.

Hotspot – Will be dependent upon your service provider and network availability at the location of the event as it will operate off an LTE network. See notes above regarding unlimited data plans that may apply to hotspots. It is recommended to use a dedicated hotspot device rather than using your phone as a hotspot.



Direct Connection – A hardline connection requires an additional adapter. If purchasing an adapter, ensure it is compatible with your device model and charging port. Direct connection adapters may remove the ability to charge the device while streaming. It is recommended to leave the device plugged in throughout the event.

SPEED TEST YOUR NETWORK



Go to the event location, connect the iPad/iPhone to the network, and visit speedtest.net or your preferred site to run an in-browser test. Streaming requires a minimum of 5 Mbps of upload speed per device.

LIVE APP FEATURES

Recording Tool

- The tool does not impact nor is required to be used during live streaming process.
- Records durations or clips (recommended) directly to your device. Access files in the device's Photo Library. Upload directly to your preferred file share following the event (i.e. QwickCut, Hudl, etc.).
- Required before use: Allow access to your Photo Library. Press  for 2-3 seconds and then . Prompt will appear, select "All Photos" (also applies to video). Access can also be changed in your device settings.


Audio Button

- Mute audio (temporarily) by holding the down . Button will show  when muted.
- **Production Note:** The mic is hot and iPads/iPhones pick up nearby sound. Remind your nearby staff and spectators so that "unanticipated conversations" are not broadcast.

Zoom Control

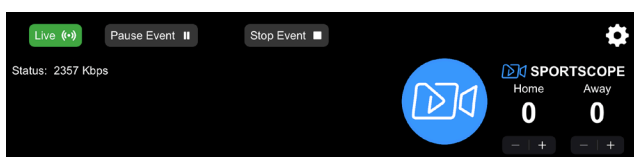
- Reveal the control by holding finger down on the screen, then moving up/down to control in/out.
- **Production Note:** If camera appears blurry (autofocus not engaged) after opening the app, zoom all the way in/out to help autofocus adjust. If issue persists, restart the app.

Gear Icon - Scoreboard Type

- Reveal menu options by clicking  in the upper right corner of the screen (lower right on iPhone).
- Select scoreboard drop-down menu to select your type based on sport/event.
- Change Scores by using +/- buttons below Scoreboard.
- Edit elements by clicking text blocks (i.e., Home/Away), then using the device keyboard. To hide the keyboard on iPads, press the keyboard down button in lower right. On iPhones, press the return button.
- **Production Note:** The scoreboard is in the upper right corner of the camera operator's screen, but for the viewer it is in the upper left.

Gear Icon - Advertising Image

- Activate with the on/off toggle.
- Load image files directly from the device Photo Library to the app. To view iPad User Guide information on how to import photos and videos, [click here](#).
- Images must be a 1:1 ratio and a .PNG (transparent background) or .JPEG file format. The app will automatically downsize images to 150 pixels by 150 pixels. It is recommended to load a larger file size to maintain the quality of the image.
- If you load multiple advertising images, tap the image while in production view to rotate manually.
- **Production Note:** Advertising images appear next to the scoreboard in the camera operator view but will be in the upper right corner for viewers (scoreboard is in upper left for viewers).



Production View

Ad image and scoreboard in upper right



Fan/Video Player View

Scoreboard in upper left, ad image in upper right

HOW TO SET UP YOUR CALENDAR OF EVENTS

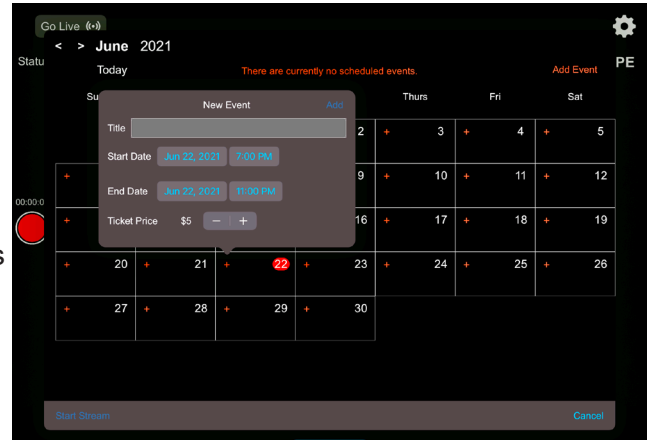
To access your calendar, click **Go Live** in the upper left corner of the screen and enter the Stream ID for your team/sport or camera angle.

- **Multi-View Note:** You only need to create events one time under one of your Stream IDs on one device. The event will autopopulate on your other camera angle's calendars.
- **Production Note:** Stream IDs are sport and for multi-view are camera specific. In multi-view, the stream ID will appear for viewers below the video player as a button.

Create A Single Event

Click the “+” symbol on the date of your event or click “Add Event” in the upper right corner of the calendar.

- **Title:** Max of 45 characters.
 - **Schedule Tip:** The event/team page is branded with your logo and program name. Use simple team names in the title (i.e., “Bulldogs vs. Rapid City” or “Session #1 - Xcel Gold, Bronze”).
- **Start Date/Time:** Schedule the start time as the actual event time (kickoff, tipoff, puck drop, etc.). Streaming may start up to one (1) hour prior.
 - **Viewer Note:** Once a camera is live, viewers can purchase tickets to watch. It is recommended to start at least 30 minutes prior to the start time.
- **End Date/Time:** Provide enough time to complete your entire event. This includes considering any potential delays (i.e., weather, late game start, injury timeouts, etc.). Do NOT short-change the end time, otherwise, viewers could be cut off from seeing the end of the event.
 - **Schedule Tip:** The ticket price is equal to the # of hours the event can stream (i.e., a \$7 ticket provides seven (7) hours of streaming from the start time). As a rule, set the end time based on the # of hours from the start time that is allowed based on your ticket price (i.e., event starts at 5:00 PM with a \$7 ticket, set the end time to at least 11:30 PM or midnight).
- **Ticket Price:** Minimum of \$7. The price will adjust automatically based on your start/end time. After editing the start/end times, double check the ticket price as it will automatically adjust based on the event duration.



Create Back-to-Back Events with one (1) Ticket Price

To create multiple events (i.e., JV and Varsity games) and only require viewers to purchase one (1) digital ticket, create each event with its unique start time, then set the end times as the same.

- **Example (with a \$7 ticket):**
 - JV Basketball Game: START at 5:00 PM, END at 11:30 PM
 - Varsity Basketball Game: START at 7:00 PM, END at 11:30 PM

Create a Day Pass for Tournaments, Gymnastics Meets, etc. with one (1) Ticket Price

Create each event with its unique start time and set the end times as the same time. Do note that day passes will often require a larger ticket price to cover the total # of hours required to stream the event.

- **Example (with a \$20 ticket):**
 - Event #1: START at 8:00 AM, END at 11:30 PM
 - Event #3: START at 12:00 PM, END at 11:30 PM
 - Event #5: START at 4:00 PM, END at 11:30 PM

LIVE STREAMING AN EVENT

- To access your calendar, click **Go Live** in the upper left corner of the screen.
- Enter the Stream ID based on your team/sport or camera angle (for Multi-View).
- **Multi-View Production Note:** When entering your Stream ID, the key is attributed to the camera name that will appear for viewers below the video player.

Start Streaming an Event

- With an event scheduled that is set to begin within an hour, the top of the calendar will display “Current Event is: [Event Title]” to signify you are eligible to begin streaming.
- Press “Start Stream” in the lower left corner of the calendar.
- The Live App will automatically change to your primary camera view.
 - Status (upper left corner) will begin blinking **Go Live** with a “Connecting...” message.
 - Once the stream has connected, the “Go Live” will change to **Live**.
- **Production Note:** While streaming, the status is the most important detail. A number will display your connection rate (Kbps). Ideally, the number will be around 5,000 Kbps (5 Mbps). Fluctuations are common. If your rate drops to 1,500 Kbps or lower, you have a poor connection and the stream will be affected.

Pause Event

- Use the **Pause Event** feature to display a message to viewers and temporarily stop the stream.
- To restart the stream when you are ready to return from the break, follow the start-up procedures.

Stop (End) Event

- Press **Stop Event** the button in the top center of the screen.
- If broadcasting a team sport with scores, the final score will auto-populate in the reporting screen. Verify the score and click “Stop Stream”. The final score will be displayed on the event page through the end time that is scheduled for the event.
- If a score is not relevant to report, check the circle for “No final score to report.”

ADDITIONAL NOTES & TROUBLESHOOTING

- **Reset Stream:** Pause or stop the event and repeat the start-up process.
- **Streaming with iPhone:** Talk and Text can NOT be utilized while streaming an event. If the text app is opened or the app is exited at any time a restart will be needed for the event.
- **Microphone Permissions must be ON:** You can NOT stream with a deactivated microphone. If the microphone is deactivated, visit iPad/iPhone Settings to reactivate.
- **Camera is blurry or a flickering action is visible (autofocus not working):** Check the camera (or lens attachment) and clean as needed. Using the zoom control to zoom completely in and back out can also reactivate the autofocus function. If necessary, do a hard reset on the app and restart the stream.
- **Leave Device plugged in while streaming:** Streaming will drain the device’s battery much quicker than normal, it is advised to leave the device plugged in throughout the event.
- **Reset the Live App:** An additional way to reset your stream, reactivate the camera autofocus (if blurry or showing a black screen), etc. is to completely reset the Live App. Slowly swipe up from the bottom of your screen to put your apps into thumbnail mode, then swipe the Live App up through the top of the screen to close the application. Then reopen the Live App.
- **Set Auto-Lock to “Never”:** Visit iPad Settings and “Display & Brightness.” Change Auto-Lock to “Never.”

EXTRA EQUIPMENT RECOMMENDATIONS (OPTIONAL)

To upgrade your live stream viewing experience for your fans, you may add additional equipment to support your iPad/iPhone such as a tripod, case/mount, lens, and directional or lapel microphones.

Below are samples of each device and relating notes. Please note that Sport Scope does not carry or sell these items, we simply provide recommendations so our customers can purchase accessories that best fit their needs and budgets.

FOR OUTDOOR SPORTS (football, soccer, lacrosse, etc.) we strongly encourage purchasing a 2x Lens attachment for your device. While newer devices have great cameras, the lens attachment can add extra power in situations that the action is further removed from the camera location.

FOR INDOOR EVENTS (volleyball, dance/cheer, gymnastics floor routines, etc.) we recommend looking at a Wide-Angle Lens attachment. This provides more left/right viewing and allows you to position your device closer to the action.



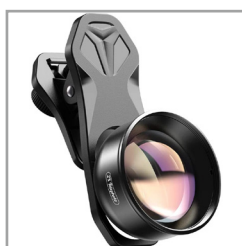
Neewer 2-in-1 Tripod

Tripod: For static events where you won't be moving the camera (i.e. gymnastics, volleyball) you can find a pretty affordable unit. For team sports or events where you'll have side-to-side panning, we don't recommend going too cheap. The Neewer 2-in 1 Tripod/Monopod (\$90) is a very nice option.



Ulanzi Aluminum Mount

Mount: An Aluminum Mount (\$40) is a sturdy option that allows for a universal fit for all iPad models, plus gives you the flexibility of easily adding a 2x or a Wide-Angle Lens attachment.



Apexel 2x Telephoto Lens

Lens (highly recommended): The iPad/iPhone camera is great, a lens attachment adds extra power and/or width. For outdoor sports (football, soccer, etc.) we highly recommend a 2X Lens (check device and case compatibility). For gymnastics floor routines and volleyball in smaller gyms, we recommend a Wide-Angle Lens.



BOYA MM1 Directional Mic

Microphone: The iPad/iPhone picks up audio pretty well, but you can also add a Directional Microphone for extra power or even Lapel Mics for announcer or interview audio boosts. For programs using a radio broadcast, there are also ways to connect your device to channel mixers (i.e. an iRig and 1/4" audio cable direct to your mixer).

Power: Streaming will drain your battery much faster than casual use. We strongly recommend leaving your device plugged in while streaming. If you do not have the ability to plug it in, look at a portable battery unit.

VIEWER INFORMATION

Basic information is below that you are welcome to add to your website, promote via e-newsletter, or post to social media to assist your fans in their viewing experience.

HOW DO I FIND MY TEAM/EVENT

- Visit www.sportscopelive.com
- Search for your School/Team/Event in the Search Bar with “Live Events” selected
- Select the School/Team/Event to be directed to their Page
- Once the event goes live (typically 20-30 minutes before the start time), click the video player preview to purchase your ticket

WHERE IS MY TICKET CODE

- Once you buy your ticket, it will preview on your screen
- You will also receive two (2) emails: a receipt and a ticket code email that may be in your SPAM FOLDER

WAYS VIEWERS CAN WATCH

- Mobile device (phone or tablet) with web browser (Chrome or Safari recommended)
- Computer or a Computer with HDMI connection to TV (screen share or extension)
- Fire Stick internet browser called Silk
- Samsung Smart TVs work with their built-in browser
- Not compatible with Apple TV, Roku, or when using Air Play or Screencast from a device to a TV
- Please note that you can only watch on one (1) device at a time. Your ticket code is transferrable to other devices, but will only allow one video player at a time.

WATCHING THE GAME, STOPPED WORKING

- **GAME PAUSED MESSAGE:** The broadcast has stopped temporarily. Your video player will reload when the event host reactivates the stream.
- **SCREEN FROZE, SPINNING CIRCLE, BLACK SCREEN:** Refresh your browser to re-establish your connection.
- **REFRESHED, TAKES ME BACK TO BUY TICKET:** At the top of the purchase window, click “REDEEM CODE” and enter your ticket code. Remember, the email may be in your spam folder.
- **TICKET CODE INVALID:** Email Sport Scope Live Support at live@sportscope.com and we’ll work on getting you a new code. If you want to purchase a second ticket to get back into the stream right away, we can refund your first ticket purchase.
- **NOTHING IS WORKING, HELP!** Email Sport Scope Live Support at live@sportscope.com