

NFHS Network + Pixellot: Everything You Need to Know

- Websites to Bookmark
- Tutorial Videos
- Keep Your Pixellot “Online”
- Check Unit Status
- Run Test Events
- Submit a Support Request
- Everything Else

SAVE THIS DOCUMENT



Websites to Bookmark

FROM YOUR COMPUTER:

| | | |
|--------------------------|---|--|
| Console | http://console.nfhsnetwork.com/ | Our “back-end” system – schedule broadcasts, edit your NFHS Network site, and more. |
| Support Resources | http://support.nfhsnetwork.com/ | How-to videos and articles. |
| Watch Games | https://www.nfhsnetwork.com/ | Where your fans will watch your broadcasts. Or download the <i>NFHS Network</i> app on iPhone or Android. |

FROM YOUR PHONE:

| | | |
|---|---|--|
| Console Mobile <i>(extra important!)</i> | http://help.nfhsnetwork.com/ | Mobile version of Console where you can: <ul style="list-style-type: none"> • Run test events on your Pixellot unit with just a few clicks • Monitor the “health” of your units (are they ready to broadcast) • Start or end Pixellot broadcasts early • Easily contact our Support team |
| Record Practices <i>(great for coaches)</i> | Download the <i>NFHS Network Playbook</i> app (for iOS and Android) Click here for more info | App designed for coaches to record practices with Pixellot: <ul style="list-style-type: none"> • Switch between “auto-production” and fixed frame views • Mark custom drills/plays • Tag players and timestamp plays for later analysis |



Most Important Tutorials

There's much more you can do, but these are the big ones.

| Tutorial Videos <i>(click to access – all 2 min or less)</i> | What You'll Learn |
|--|---|
| <u>Console Mobile</u> | Learn how to do everything important from your phone. |
| <u>Add and Edit Broadcasts</u> | Schedule a game, practice, or event for your Pixellot to broadcast. |
| <u>Download Game Film</u> | Teach your coaches how to get their game film. |
| <u>Add Additional Console Users</u> | Give other people at your school access to Console. |

You maintain these 3 things. We'll do the rest.

Pixellot is a fully automated system as long as the 3 “PIF” requirements are met at your school.

If any of these “PIF” requirements are *not* met, **your Pixellot will not broadcast** and **we cannot remotely troubleshoot it.**

We need your help to make sure these “PIF” requirements are met at all times:

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 [Network Requirements](#)

Checking Status of Pixellot Cameras

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

WHEN to check the status:

If your Pixellot camera ever gets disconnected, we will notify you by email/text. After you troubleshoot, check the status to see if it's re-connected.

HOW to check the status:

1. Go to <http://help.nfhsnetwork.com/> (log in with your Console credentials)
2. Click the **Pixellots** tab on the bottom menu
3. 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](#)

The screenshot shows the mobile console interface for Pixellots. At the top, the time is 12:43 and the URL is m-console.nfhsnetwork.com. The page title is "PIXELLOTS" with the NFHS NETWORK logo. Below the title, there is a "Refresh" button and a "Highland High" header. A table displays the status of two units:

| Unit | Status | Connection | Camera |
|------------------------|---------|------------|--------|
| Field pxl2ae44d79aa | OFFLINE | Error | |
| Gym pxl073883e511 | SLEEP | Ok | |

A red box highlights the status column, and a larger red box provides a magnified view of the status information:

| Unit | Status |
|------------------------|---------|
| Field pxl2ae44d79aa | OFFLINE |
| Gym pxl073883e511 | SLEEP |

At the bottom of the screen, there is a navigation bar with icons for "Live", "Upcoming", "Pixellots", and "Account". A "RUN TEST" button is also visible on the right side.

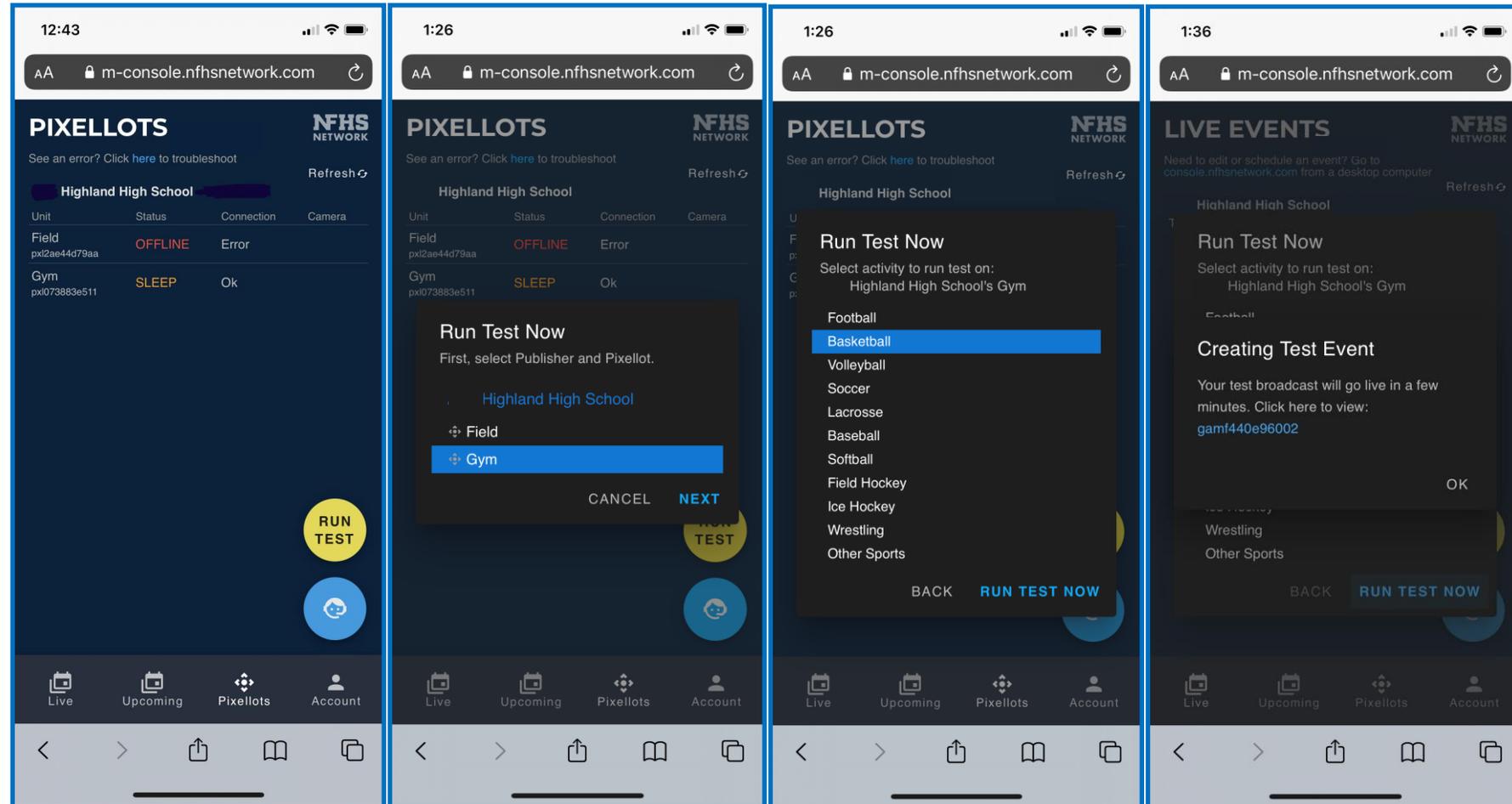
Run a Test Event

Test events are a great way to make sure everything is working.

WHEN to run a test event: The morning of game day or whenever else you want!

HOW to run a test event:

1. Go to <http://help.nfhsnetwork.com/> from your **mobile phone**
2. Click the yellow **RUN TEST** button
3. Select your School and Pixellot unit
4. Select a sport
5. Click “RUN TEST NOW”
6. A test event will be created, and you can click the link to view it



How to Get Support

INSTRUCTIONS

1. In [Console Mobile](#), click the Support icon.
2. Fill in your Name and Mobile Number. Select your School from the drop-down menu.
3. Select which Pixellot camera the issue is related to. The details of that camera's next scheduled event (or live event, if applicable) will display underneath.
4. Tell us the Type of Issue. Then briefly describe it. Then, tell us who to contact (if we need to). If you select "Someone Else," give us their phone number.
5. Click Submit*. We'll contact you shortly!

**Please do not submit multiple requests for the same issue*

#1

12:43

AA m-console.nfhsnetwork.com

SUPPORT NFHS NETWORK

Submit a support request

Email
nfhsnetwork123@gmail.com

Name

Mobile Number
123-456-7890

School

Submit Request

Live Upcoming Pixellots Account Support

#2

12:44

AA m-console.nfhsnetwork.com

SUPPORT NFHS NETWORK

Submit a support request

Email
nfhsnetwork123@gmail.com

Name
John Doe

Mobile Number
123-456-7890

School
Central High School - Na...

Which Pixellot camera is this related to?

Type of Issue

Briefly describe issue

Who should we contact? 0/500

Live Upcoming Pixellots Account Support

#3 - 5

12:46

AA m-console.nfhsnetwork.com

123-456-7890

School
IHSA: Central High School - Na...

Which Pixellot camera is this related to?
Gym

Next Event
gamedda92559d 03/02/21 5:30 PM CST
Freshman Girls Basketball Central High School vs. Valley High School

Type of Issue
Scoreboard Not Working

Briefly describe issue
Scoreboard not showing up on broadcast.

Who should we contact? 41/500
Myself
Someone else

Submit Request

Live Upcoming Pixellots Account Support

Everything Else

Some other important things that didn't fit in the other slides.

- 1. Email your athletic schedules** to schedules@nfhsnetwork.com at least 3 weeks before the season starts
 - Only teams that play at your Pixellot venues
 - If you use Arbiter or Dragonfly, tell us (we may be able to get the schedules from there)
- 2. Be on the lookout for emails/ texts from us.**

We'll send you emails or texts to notify you if your Pixellot gets disconnected. We'll also send you other important information as needed.

