

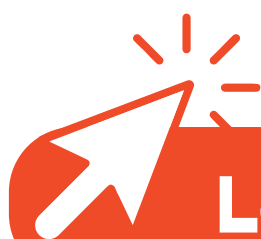
Fixed Numeric Scoreboard Troubleshooting Guide



AusSport Scoreboards usually operate reliably for many years. However, there are rare times things don't work as expected. The best approach is to look at the symptoms shown here and determine whether you can fix your scoreboard immediately. **If not, then you can log a service ticket with the AusSport team who can help you resolve the issue.**

This troubleshooting guide may also be valuable for a competent service person who is preparing to undertake repairs to a scoreboard or a control system. Please contact AusSport prior to undertaking any repairs. You can confirm the issue, make sure the correct parts are identified, and speed up the delivery of replacement parts if necessary.

If there is any doubt about any aspect of fixing your AusSport scoreboard please log a service ticket.



Log a Service Ticket



Scoreboard Troubleshooting



All digits show 8's or sporadic data

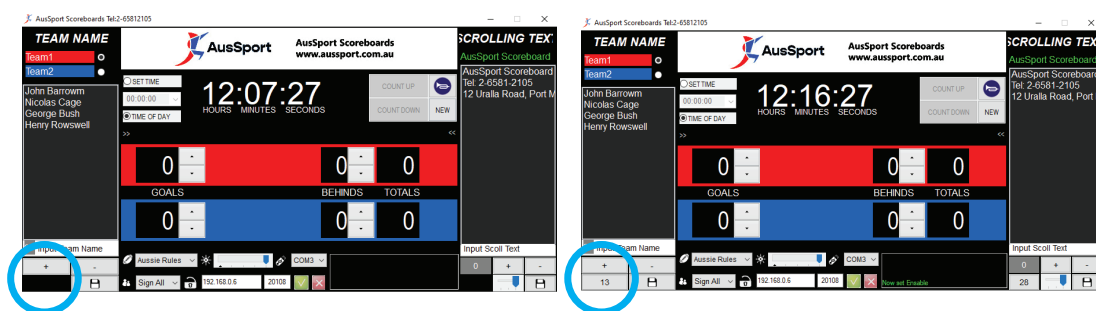
- Data cable has come loose.
- There is no physical data connection from the main control card to the initial digit.
- No power to the main control card.
- Damage to main IC.
- Please Log a Service Ticket for instructions on how to access the internals of the scoreboard and for further troubleshooting.

Some digits show sporadic or no data

- This means that there is a break in communications between digits. The digits run from the IC board to the bottom right-hand digit. They connect in a daisy chain in/out running from digit to digit, right to left. The cause can be one of the following:
- Data cable has come loose
- Fault on the data cable connector
- Fault on either the last working digit in the run, or the first non-working digit.
- Please Log a Service Ticket for instructions on how to access the internals of the scoreboard and for further troubleshooting.

Team Names show incorrect data at the righthand end of the panel

- This usually means the configuration of the team names is incorrectly set.
- On the laptop scoreboard program there is a setting to set the Team Name length. It should be hidden from users. To access it you need to press F1 on the keyboard. (See below.)
- With the scoreboard turned on click on the number to cycle through the number you need, then press the disc icon. It should have a message saying saved team name length. Then press F1 to re-hide the menu.



Scoreboard doesn't power on

- Check that power is connected and turned on at the power supply. The scoreboard should show either a new game, dashes, or the previous scores when powered on. Possible causes are:
- No power from supply
- Fault in internal DC power supply - **Log a Service Ticket**
- Damage to main control card or main IC - **Log a Service Ticket**



Log a Service Ticket



Orange Handheld Controller (Wireless)



Controller doesn't power on

- Rotate the knurled knob on the bottom of the controller, this will turn on the power.
- Check that the batteries are not flat.

Controller doesn't power on

- The controllers are set up in the factory to work with only the paired scoreboard, unless specified to control multiple units. In some cases, there may be issues preventing a wireless connection.
- Ensure you are using the paired controller.
- Check the condition of the antenna on the scoreboard, and that you have line of sight from the controller to the scoreboard antenna.
- Ensure your batteries are fully charged or try controlling the scoreboard from a shorter distance.
- **The controller is set to the incorrect frequency or fault is in the scoreboard itself - please Log a Service Ticket .**

Wireless connection drops out and won't reconnect

- Low battery: The transmission distance will reduce when the batteries are low. Reduce your distance to the scoreboard or replace the batteries.
- There are too many obstructions between the controller and scoreboard. Check whether the controller works OK closer to the scoreboard. If you are close to the scoreboard check the aerial is still fixed to the top or side of the scoreboard. Check also that the cable is not damaged in any way. On some newer scoreboards the aerial is mounted inside the scoreboard and you will not see it.
- If the controller works OK up close then gradually progress back to where you had the original problem. If it was indoors then check whether any new building works have occurred or if the area now has many people there (people absorb radio signals!). Reorient the controller either higher up or lower down and see if the scoreboard operates. Check whether any new equipment has been installed that may interfere with the controller.
- **If nothing works please Log a Service Ticket**

Orange Handheld Controller (Hardwired)



Controller doesn't power on

- Rotate the knurled knob on the bottom of the controller, this will turn on the power and also adjust the screen contrast.
- Check that the cable is plugged into the scoreboard, and into the controller. Make sure the scoreboard power is on.
- Check that there is no visible damage to the control cable.
- No communication - Check that there is no visible damage to the control cable.
- **If nothing works please Log a Service Ticket**



Log a Service Ticket



Laptop Controller



No communication (wireless models)

- The USB transmitters are set up in the factory to work with only the paired scoreboard, unless specified to control multiple units. In some cases, there may be issues preventing a wireless connection.
- Ensure you are using the transmitter paired to the scoreboard.
- Check the condition of the antenna on the scoreboard, and that you have line of sight from the transmitter to the scoreboard antenna.
- If transmitter is plugged into incorrect USB port to original setup, the system will change COM Port number. (See section 'Update COM Port Settings' Page 5)
- The controller is set to the incorrect frequency **Log a Service Ticket**
- Faulty transmitter **Log a Service Ticket**

No communication (hardwired models)

- Check that there is no visible damage to the control cable.
- COM port settings are incorrect. (See section 'Update COM Port Settings')
- Faulty USB device **Log a Service Ticket**
- Wireless connection drops out and won't reconnect (wireless models)

Wireless connection drops out and won't reconnect (wireless models)

- The USB transmitter may have disconnected during the game. Close the control program and try again. If this does not work, you may be required to restart the Laptop.
- There are too many obstructions between the laptop and scoreboard. Check whether the laptop controller works OK closer to the scoreboard (if possible). If you are close to the scoreboard check the aerial is still fixed to the top or side of the scoreboard. Check also that the cable is not damaged in any way. On some newer scoreboards the aerial is mounted inside the scoreboard and you will not see it.
- If the laptop controller works OK up close then gradually progress back to where you had the original problem. If it was indoors then check whether any new building works have occurred or if the area now has many people there (people absorb radio signals!). Reorient the aerial either higher up or lower down and see if the scoreboard operates. Check whether any new equipment has been installed that may interfere with the laptop controller.
- **If nothing works please Log a Service Ticket**



Log a Service Ticket

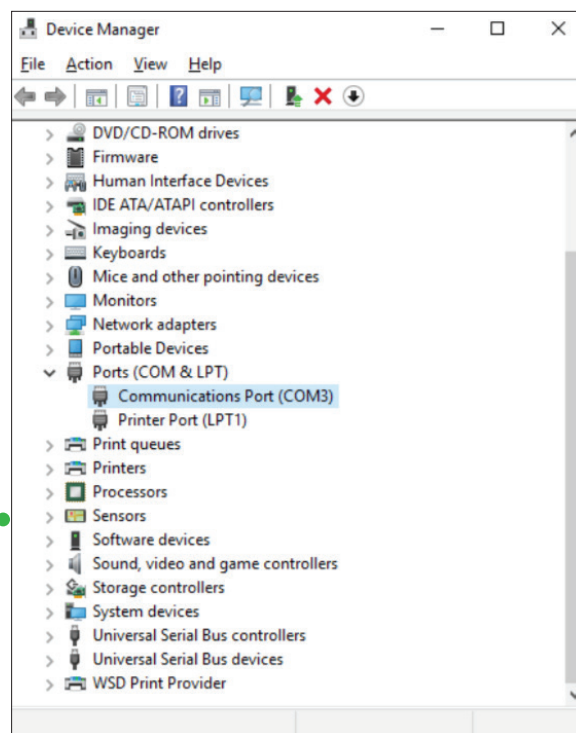


Laptop Controller Setting



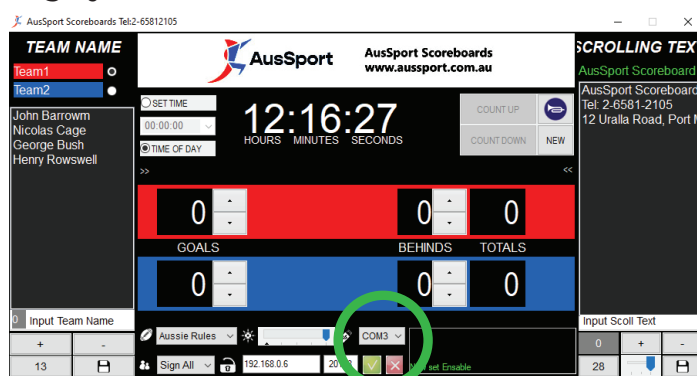
Update COM port settings

- Your transmitter is preconfigured on the supplied laptop to work on a specific USB port. You should always have the transmitter connected to the same USB port. If for some reason the USB port in use has been changed, you will need to update the COM port settings.
- Plug the USB cable into the computer
- Plug the USB cable into the computer with the Serial converter box attached. Close any windows that ask about installing the new device. We will do this in the next step.
- Open device manager and check com port settings
- To Start Device Manager:
- **On windows 8 and newer:** Right click the start button in the bottom left hand corner of the screen and select device manager from the list. Also on Windows 10 and 11 you can type “dev” where it says Type here to search and it will pop up the device manager program and you can click Open. You'll now see a window similar to the following.
- Click on the Ports (COM & LPT) option to expand the list.
- You should see a device called something like ‘USB to Serial (COM3)’. NOTE WHAT THIS COM PORT NUMBER IS. E.g COM3. You will need it later.



Set up Program and COM port

- Open the scoreboard program on the laptop. You may not yet have communication since you still need to set up the correct parameters.
- Once the program is open, you will need to click the option tab. Select the COM port number we discovered in a previous step. Then press the ‘Set’ button.
- In the bottom left hand corner, you will see the com status message. If you get the ‘COM setup successful’ message you should now have communication to the scoreboard.



Log a Service Ticket

