

As kickoff approaches, we want to offer you some tools and tips to help you get ready for the big game. Our goal is to ensure your season starts and ends on a successful note. Below are some game day tips and troubleshooting techniques we think will help you prepare for game day:

## Tempest® NG Quick Links

[Tempest® NG Support Documents and Tutorials](#)

[Tempest® NG User Manual](#)

[Tempest® NG900 Start-Up Procedure](#)

[Tempest® NG900 & UHF Technical Bulletin](#)

## Game Day Tips

**Be Prepared:** Always contact your opponent well ahead of game day to discuss communications and your needs on game day as it pertains to your system and stadium wiring.

**Batteries:** Charge them prior to game day! In addition to your rechargeable Tempest batteries, Tempest wireless beltacks will also operate using (3) AA batteries for approximately 4 hours. It's a good idea to keep a stash of AA batteries in your accessory case.

**Test, test, and test:** Be sure to give yourself ample time to not only set up your communications system but also test the system. Extensive testing can be done by you and one other person. Walk-test each wireless beltack from goal line to goal line while keeping the beltack on your hip opposite the press box/antenna. This will help simulate body-blocking and better inform you if the beltack is operating properly.

**Post game breakdown:** Be sure to take time to break down and properly stow your headsets and beltacks after the game. Improperly packing your gear can lead to equipment getting damaged. Never pack anything that is wet. If wet, remove batteries from beltacks and dry everything with a towel. Whenever possible, air dry excessive moisture prior to packing. Take care of your program's investment and it will take care of you!

## Rain Games – In the event rain is in the forecast, we recommend the following:

**Cover your Remote Transceivers with clear bags.** This will help prevent excessive moisture from finding its way inside the device. A simple clear, 1 gallon Ziploc bag should do the trick. Use only clear bags.

**Place lids on your sideline trunk.** The sideline trunk contains electronics that are not waterproof and should be protected from excessive moisture. This could be rain or moisture that is splashed up from the ground. The sideline trunk is equipped with cable hatches on the sides of the trunk in order to run your connections through. This will allow you to put your trunk lids back on once set up is complete, and ultimately protect your equipment.

## Troubleshooting Techniques & Common Issues

When it comes to trouble-shooting issues, it is all about the process of elimination. Narrowing down the culprit is key to solving the issue. Start by separating your system from the stadium lines. Is it in the system or the lines? Then, if it is in the system, is it in the sideline trunk or the press box trunk? Try methodically turning talk buttons off, unplugging headsets one at a time, or unplugging wired beltacks to see if any of this eliminates the issue. Monitor the noise or issue as you do this so that you can identify what resolves the issue. Once you've narrowed the issue down you can create a temporary work around and also mark the item (headset, beltack, etc) so you know what needs service after the game. **Over 70% of issues on game day come from either the stadium wiring or a wired accessory.**

## The following are a few common issues we see from time to time:

### All my beltacks are "Searching..."

If all the beltacks from a particular BaseStation are "Searching..." this is most likely a remote transceiver / antenna issue. Be sure the cable "clicks" into the connectors on both ends; otherwise it could fall out and cause system failure. The issue could be related to a bad cable or a bad remote transceiver. Swap cables or remote transceivers to see if the issue stays with current BaseStation or moves to a different BaseStation.

### **Some, but not all of my beltacks are “Searching...”**

Typically, when a single beltack is “Searching...” and the rest are operating properly, you have a good signal from the antenna and the issue is likely isolated to the beltack itself. If the beltack has recently been serviced, it may need to be re-paired to its respective BaseStation. Otherwise, there could be an issue that requires service of that beltack.

### **Beltack says “Slot Occupied”**

In most cases, when a beltack returns from service it has been paired with the BaseStation, but the slot has not been properly assigned. Each BaseStation has 5 slots and can only hold one beltack. You must adjust the slot in the Tech Menu of each beltack.

### **After-Hours Support Information**

Our support team is gearing up for their after-hours responsibilities as well as the in-season service needs of our customers. We will be here should you need anything. Our normal office hours are Monday-Friday 8AM-5PM CST. Below is information regarding access to our after-hours game day support:

- Dial 1.800.749.2761
- Press 6 for “After Hours”
- Press 1 for “Headsets”
- Press 1 for “Tempest NG” or Press 2 for “NG”
- When prompted, leave us your Name, School Name, mobile phone number and a brief description of your problem. One of our support personnel will be in touch with you within an hour depending on call volume that day.

If we can be of any assistance please let us know. And as always, thank you for choosing CoachComm!