

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:

Connex® Quick Links

[Connex® Support Documents and Tutorials](#)

[Connex® User Manual](#)

[Connex® Quick Start Guide](#)

Game Day Tips

Avoid surprises and know your surroundings: When possible, conduct a site visit to the venue you will be visiting. This will help you prepare for proper antenna placement and any work-around(s) that may be needed due to existing conditions. If a site visit is not possible, contact your opponent and find out as much as you can about the size of the coaches booth, power availability, and the type of windows. Also, always coordinate with others who may be using wireless on game day so they know you are there and vice versa. Eliminating the unknown can be a game changer.

Batteries: Charge them prior to game day!

Test, test, test: Be sure to give yourself ample time to set-up your communications system but also to test the system. Extensive testing can be done by you and one other person. Walk-test each wireless beltback from goal line to goal line while keeping the beltback on your hip opposite the press box/antenna. This will help simulate body-blocking and better inform you if the beltback is operating properly.

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

Troubleshooting Techniques & Common Issues

When it comes to troubleshooting issues, it's all about the process of elimination. For example, if static is present on your Connex® system, it is likely one component causing the issue and everyone hears it. Narrowing down the culprit is the key to solving the issue. Start by methodically turning talk buttons off, unplugging headsets one at a time, or unplugging wired beltbacks to hear if any of these eliminates the issue. Once you've narrowed the issue down, you can create a temporary work-around and also mark the item (headset, beltback, etc.) so you know what needs to be serviced after the game.

The most common issue we see with Connex is the incorrect placement of the base unit and/or antenna.

Poor Reception and Proper Antenna Placement

Your antenna is the most vital part of system set-up. Improper set up or location of your antenna(s) can result in poor performance or even system failure. If you're using the 6-inch "whip" antenna that screws directly onto the Connex® Command Center (base unit in the press box), then the antenna placement is restricted to where the base unit must reside (in front of your press box coaches). If this is the case, be sure you position the base unit (w/antenna) in the best available location to see the field (in the window) and maintain line-of-sight to the BeltPacks on the field. Always make sure there are no obstructions between the antenna and the field. The most common obstructions are windows. Even though you can see through windows, they can still serve as an obstruction for wireless signals to pass through due to either their thickness or any tinting that is present. Whenever possible, ALWAYS open windows (tinted or not) to remove obstruction between the antenna and the field. This will provide the best possible scenario for optimal performance. If the press box windows do not open then there could be an impact on performance, therefore the "remote"

antenna option should be considered. This option can often allow an antenna to be remotely located on the outside of the press box, thus circumventing the window obstruction. If you currently do not have an external remote antenna option, contact CoachComm for additional information.

Support Information

Our support team is gearing up for fall and the in-season service needs of our customers.

CoachComm's office hours are Monday-Friday 8AM-5PM CST.

If you have any issues or questions, please don't hesitate to call us at 1.800.749.2761. If we can be of any assistance, please let us know. And as always, thank you for choosing CoachComm!