INTRODUCING PRESTOSYNC: FAQ

PrestoSync is an easy-to-use solution for syncing NCAA LiveStats or Stat Crew data to your PrestoSports website and serves as the replacement for StatJack and Statbroadcaster. Following are some frequently asked questions about the solution.

PrestoStats now has the ability to read and write specific scoreboard files allowing your teams to pull or push scoreboard information directly from your venue or PrestoStats. Through PrestoSync, basketball programs can connect their scoreboard directly to PrestoStats, or directly from PrestoStats, to their in-venue scoreboard providing the most up to date live stat information in real time. Is your team interested in giving it a try? Reach out to client success for a scoreboard assessment to get the ball rolling.

How does PrestoSync work?

With PrestoSync, PrestoStats has the ability to read and write specific scoreboard files allowing your teams to pull or push scoreboard information directly from your venue or PrestoStats.

What can I do with PrestoSync?

For example, through PrestoSync, basketball programs can connect their scoreboard directly to PrestoStats, or directly from PrestoStats, to their in-venue scoreboard providing the most up to date live stat information in real time.

How can I download the software?

For permitted account users, the most up to date Mac and Windows versions are available for download in PrestoCMS. Simply access a gameday season, click the stats tab, click 'Download PrestoSync', and choose the package that is compatible with your computer.

If you access a gameday season, and do not see the "Download PrestoSync" button, please contact your account administrator to provide you with access permissions for PrestoSync in User Management.

I've downloaded the software, but my computer is not allowing me to open the application since it was obtained from the internet?

Some computers may view applications downloaded from the internet as potentially dangerous or harmful, and may choose to block users from opening such applications (downloaded from the internet). We can assure you that the PrestoSync software is secure and poses limited to zero risk while running on your machine.

Should you run into this warning, review your systems security and privacy settings, and verify that you are able to open applications downloaded from the internet. In most cases if the application was blocked your system will surface a notification and allow you to bypass the blocker.

I've downloaded the software but am unable to login?

Should you obtain the software from a third party, you will not be able to login to the application successfully.

Upon login, non-permitted users are presented with an error message stating that they do not have access to the application. Please contact your account administrator to ensure you have proper permission for your user on the client account.

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I've logged into the software successfully, but I don't see any events?
If you do not see any events please hold tight and give the system a minute or two to render the list. In some cases, especially if you're a user with access to hundreds of seasons, teams, or events, the system will take some time to return the entire event set.

If you've exceeded the wait time and still have no events returned, please contact your administrator to review your profile in User Management and ensure you have stats access to the desired sport(s) and access to the desired team RPIs.

I've logged into the software successfully, but cannot find the event I'm looking for?
If you've navigated through all pages and have not been able to locate your event, please contact your administrator to review your profile in User Management and ensure you have stats access to the desired sport(s) and access to the desired team RPIs .

When sending to PrestoStats and transmissions appear to be successful, the event is not being updated in PrestoCMS?
If you are sending stats to PrestoCMS, and transmissions are successful, verify the changes are included in the event change log through PrestoCMS.

Should transmissions appear to be successful, but the updates are not rendering in the change log, verify you have the correct file selected on your local drive and that you have accessed the correct event in PrestoCMS.

When sending from PrestoStats to a local drive on my computer I notice successful transmissions in PrestoSync but do not see the updates in my local file directory?
Ensure that the file you've created is located in the correct file directory. If not, pause the transmission, move the file to the destination folder and restart the transmission.