



# DUGOUT SCOREBOARD

## User Manual

Dugout Scoreboard™  
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User Manual v1.0 | February 2026  
[www.dugoutscoreboard.com](http://www.dugoutscoreboard.com)

# Dugout Scoreboard – User Manual



## 1. Introduction

### Welcome to Dugout Scoreboard

Thank you for choosing Dugout Scoreboard!

Dugout Scoreboard was built by softball parents and coaches who believe players should never have to guess the score. As scorekeeping has moved to apps and streams, essential game information has often drifted out of reach for athletes in the dugout. Our goal is simple: bring real-time game information back to the players — clearly, reliably, and right where the action happens.

Whether you're coaching from the field, organizing from the stands, or cheering from the fence, Dugout Scoreboard keeps players informed and connected throughout the entire game.

### Before You Begin

For fast setup instructions, please refer to the **Quick Start Guide** included with your scoreboard.

This User Manual provides:

- Detailed setup instructions
- Feature explanations
- Sync Mode configuration guidance
- Customization options
- Troubleshooting steps

We recommend reviewing this manual if:

- You are setting up Sync Mode
- You are customizing themes or logos
- You experience connectivity issues
- You want to better understand how the scoreboard operates

### Product Overview

Dugout Scoreboard is a portable, battery-powered LED scoreboard designed specifically for dugout use.

Key features include:

- Manual scoring control via Bluetooth
- Optional Sync Mode for automatic score updates
- Customizable themes and display layouts
- Logo display for team identity and warmups
- Built-in rechargeable battery for wireless operation

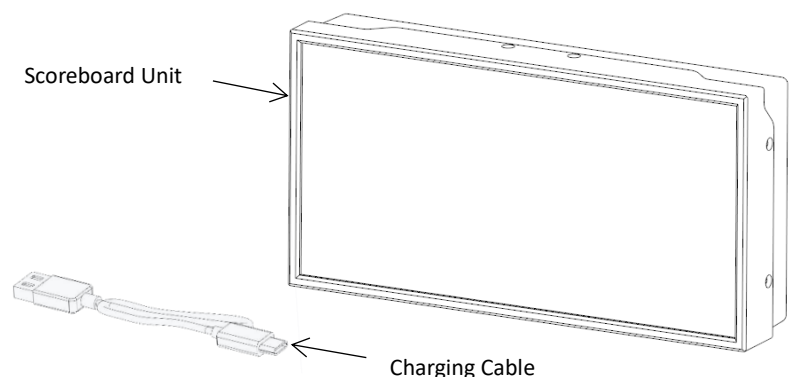
The scoreboard operates as a compact embedded computer and requires approximately 20–40 seconds to fully boot after powering on. This startup time is normal.

### What's in the Box

Each Dugout Scoreboard package includes:

- Dugout Scoreboard display unit
- USB charging cable

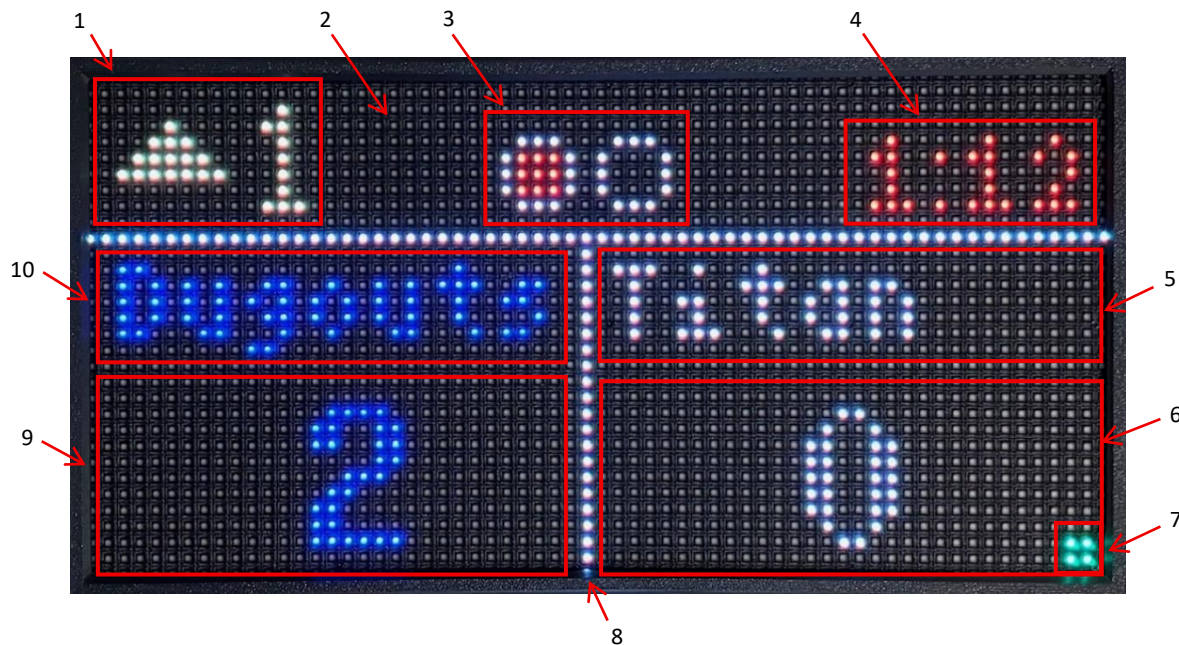
If any components are missing or damaged, please contact support before use.



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## Display Overview



## Screen Elements

### 1 Inning Indicator

Displays the current inning number.

### 2. Background Area

Overall display background.

### 3. Outs Indicator

Circular indicator showing the current number of outs.

### 4. Game Clock

Game clock is currently only functional in Sync Mode

### 5. Home Team Name

Home Team is always on the right or bottom.

### 6. Home Team Score

Displays score for home team.

### 7. Sync Mode Status Indicator

Indicates the current status while in Sync Mode

### 8. Divider Lines

Visual separation element. Includes the out's outer circle.

### 9. Away Team Score

Displays score for away team

### 10. Away Team Name

Away Team is always on the left or top.

\*\*Layout may vary depending on selected face and theme.

## Product Specifications

Dimensions: 10.3 in (W) × 5.3 in (H) × 1.5 in (D)

Weight: 1.7 lbs.

Power: Input: USB-C, 5V / 2.0A

Battery: 10,000 mAh / 37Wh rechargeable battery

Connectivity: Bluetooth (App Control)

Wi-Fi (2.4 GHz only)

## Display Specifications

- LED Matrix Resolution: 64 × 32 pixels
- Aspect Ratio: 2:1
- Full-color RGB LED matrix

- Designed for dugout-viewing distance
- Brightness adjustable via Theme Settings

## Placement & Use Guidelines

- Secure scoreboard firmly to the fence or tripod before use.
- Ensure placement does not obstruct players, coaches, umpires, or field of play.
- Avoid placement where contact with bats, balls, or equipment is likely.

The Dugout Scoreboard is designed to enhance the game — not interfere with it.

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## 2. Important Information, Safety & Legal Notices

### Intended Use

Dugout Scoreboard is designed for recreational and organized sporting events. It is intended for use in dugouts, sidelines, and similar team environments. It is not designed for permanent installation, commercial stadium integration, or critical game officiating systems.

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### Safety & Handling

- Do not charge during use.
  - Do not attempt to open, modify, or repair internal components, including the battery.
  - Use only a compatible USB-C power source rated for 5V / 2.0A.
  - Keep the device dry. Do not expose to rain, water, or excessive moisture.
  - Do not use the device if the enclosure, battery, or charging cable appears damaged.
  - Disconnect power after charging is complete.
  - Store the device in a cool, dry location when not in use.
- 

### Battery & Charging Safety

- Use only the provided charging cable or a certified equivalent power source.
- Use properly rated and undamaged charging equipment. Do not use uncertified or damaged power adapters.
- Do not operate the scoreboard while charging.
- Do not expose the unit to excessive heat, direct flame, or prolonged direct sunlight.
- Do not puncture, crush, or subject the unit to physical damage.
- If the unit shows signs of damage, overheating, swelling, or malfunction, discontinue use immediately.

Failure to follow these guidelines may result in product damage, reduced performance, or risk of injury and will void the warranty.

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### Limitation of Liability

Dugout Scoreboard is provided as a supplemental display tool to enhance game awareness. It does not replace official scorekeeping systems or officiating authority. Dugout Scoreboard, LLC is not responsible for data discrepancies, delays, or interruptions caused by user or third-party platforms, internet connectivity, or user account authentication processes. Dugout Scoreboard, LLC is not responsible for actions taken by third-party scoring platforms, including but not limited to account restrictions, suspensions, access limitations, policy changes, or service modifications. Dugout Scoreboard, LLC shall not be held liable for game outcome disputes, scoring discrepancies, data delays from third-party platforms, connectivity interruptions, or any direct, indirect, incidental, or consequential damages arising from the use or inability to use this product.

The Dugout Scoreboard is intended as a supplemental display tool only and should not replace official scorekeeping systems, umpire decisions, or game authority

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### Sync Mode Disclaimer

Sync Mode is an optional feature that retrieves scoring data from third-party platforms. Dugout Scoreboard, LLC is not affiliated with, endorsed by, or officially integrated with any scoring application or service.

Sync functionality may be impacted by: third-party platform changes, Internet connectivity issues, account authentication requirements, platform security updates. users are responsible for maintaining compliance with the terms of service and account policies of any third-party scoring platform they choose to use. Dugout Scoreboard, LLC does not manage, influence, or, control user accounts, access permissions, or assume responsibility for actions taken by those platforms. Manual Mode will always remain available regardless of Sync availability.

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### Warranty (See Section 14. Limited Warranty)

Dugout Scoreboard is covered by a limited warranty against manufacturing defects under normal use for a period of 12 months from the date of purchase. This warranty does not cover: Damage due to misuse or improper handling, Water damage, Unauthorized modifications, Cosmetic wear from normal use, Damage caused by third-party accessories

For warranty claims, contact: [help@dugoutscoreboard.com](mailto:help@dugoutscoreboard.com).

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### Intellectual Property & Copyright

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## 3. Powering & Charging

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## Charging the Scoreboard

Dugout Scoreboard contains an internal rechargeable battery designed for multiple games of operation per charge.

To charge:

1. Connect the included USB charging cable to the charging port.
2. Plug the cable into a certified USB power source.
3. Allow the unit to fully charge before first use.

Charging time may vary depending on power source and battery level.

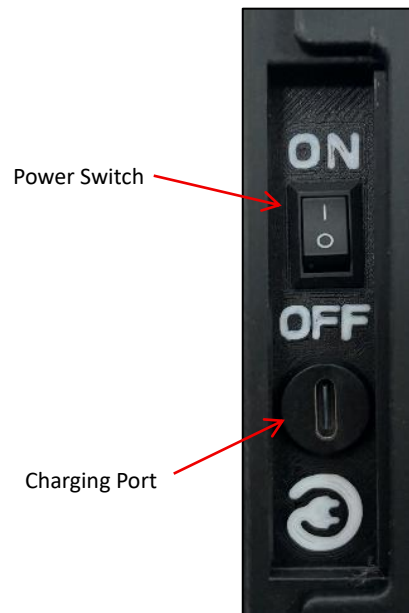
For best performance:

- Use a stable, certified USB power adapter.
- Avoid charging in extreme heat or moisture.
- Do not operate the unit while charging.

Battery life may vary depending on:

- Screen brightness
- Background color
- Ambient temperature

Higher brightness and lighter background colors will increase power consumption.



## Powering On

To turn on the scoreboard:

1. Flip the power switch to the ON position.
2. Allow approximately 30–40 seconds for the system to fully boot.

During startup:

- The display may remain blank briefly.
- This is normal system initialization.

The scoreboard operates as a compact embedded computer. Startup delay is expected and does not indicate a malfunction.

## Powering Off

To turn off the scoreboard:

1. Flip the power switch to the OFF position.
2. Wait for the display to fully power down before storing.

Avoid repeatedly cycling power in rapid succession.

## 4. Connecting to the Mobile App (Bluetooth Setup)

Dugout Scoreboard is controlled through the Dugout Scoreboard mobile app using Bluetooth.

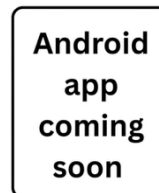
Only one mobile device can actively control the scoreboard at a time.

### Downloading the App

The Dugout Scoreboard app is available on:

- Apple App Store
- Google Play Store (Coming Soon!)

Search for: “Dugout Scoreboard” or scan the QR code.



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## First-Time Connection

### Step 1: Power On the Scoreboard

Flip the power switch to the ON position and allow 30–40 seconds for startup.

Do not attempt to connect before the scoreboard has fully booted. The scoreboard is fully booted shortly after the screen is displaying.

### Step 2: Enable Bluetooth

Ensure Bluetooth is enabled on your mobile device.

If prompted, allow the Dugout Scoreboard app to access Bluetooth permissions.

### Step 3: Connect in the App

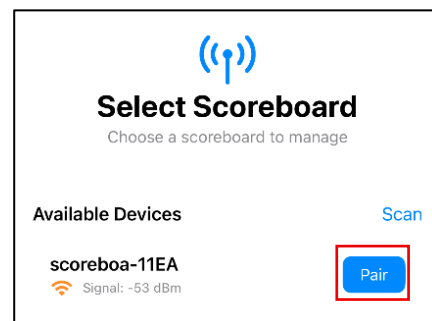
1. Open the Dugout Scoreboard app.
2. The app will automatically scan for nearby scoreboards.
3. Select your scoreboard from the list of available devices. Displayed as “Scoreboard -XXXX”
4. XXXX is your device’s unique ID
5. When prompted, select pair.

Once connected, the app will display the main control interface.

The device must be paired within the pairing window. The pairing window will be open for about two minutes after the scoreboard is powered on.

Upon initial pairing, your device will be saved to your “Paired Devices” list.

Once a device is in your paired devices list, you can connect anytime while the scoreboard is on. The pairing window only applies for the initial device pairing.



## Bluetooth Device Management

The Device Management section allows you to organize and identify familiar Dugout Scoreboard units within range.

This is especially useful when multiple scoreboards are nearby.

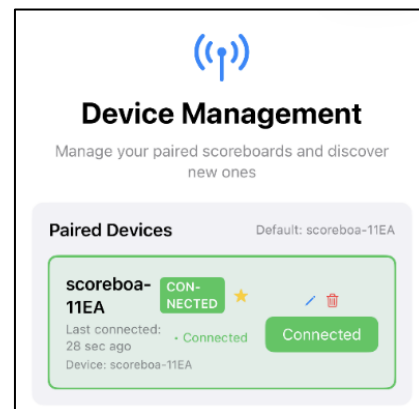
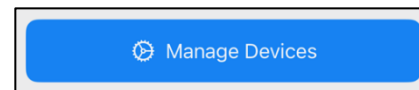
### Renaming a Device

You can change the display name of a connected scoreboard to help distinguish it from others.

To rename a device:

1. Go to the Settings tab in the app.
2. Select Manage Devices.
3. Tap the pencil icon next to the desired device.
4. Enter the new name and confirm.

The updated name will appear only within your app and does not change the hardware’s internal system name.



### Removing a Saved Device

If you no longer wish to keep a device saved:

1. Go to Settings → Manage Devices.
2. Select the device.
3. Choose the Trash Can icon to Remove.

Removing a device will require you to reconnect if you wish to use it again.

Scoreboard may need to be removed from phone’s Bluetooth Device list (forget device) before re-pairing.

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## Reset Connection Cache

The app includes a Reset Connection Cache option within the Device Management section.

Selecting this option will:

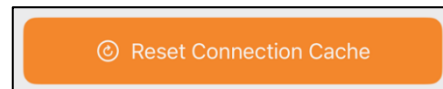
- Remove all saved Dugout Scoreboard devices from the app
- Clear stored Bluetooth pairing records within the app

After resetting the connection cache, you will need to reconnect to any scoreboard devices as if connecting for the first time.

This feature can be helpful if:

- Devices are not appearing correctly
- The app is attempting to connect to the wrong scoreboard
- You are switching between multiple scoreboards frequently

If the scoreboard fails to reconnect, remove it from your phone's Bluetooth settings (Forget Device), then re-pair in the app.



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## Connection Troubleshooting

If the scoreboard does not appear in the device list:

- Confirm the scoreboard is powered on
- Move closer to the unit
- Restart the app
- Ensure Bluetooth is on, and access permissions are set to allowed in your phone's system settings.
- Restart the scoreboard

If connection issues persist, check for visibility in the mobile device's Bluetooth settings.

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## Connection Range

Bluetooth range may vary depending on environment. (Usually about 25 feet)

Typical range is suitable for dugout and sideline use. Physical barriers, large crowds, or interference may reduce signal strength.

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## 5. Manual Mode Operation

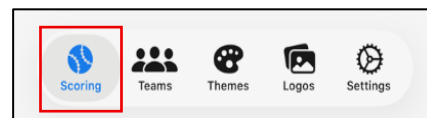
Manual Mode allows you to control the scoreboard directly from the mobile app without requiring Wi-Fi or third-party integration.

Manual Mode is the default operating mode.

### Manual Mode

1. Ensure the scoreboard is powered on.
2. Connect to the scoreboard via Bluetooth.
3. Open the Scoring tab in the app.

If Sync Mode is enabled, you may switch back to Manual Mode in the Settings tab at any time.



### Scoring Interface

The scoring interface allows you to adjust:

- Team Names / Scores
- Home or away Team
- Inning
- Outs

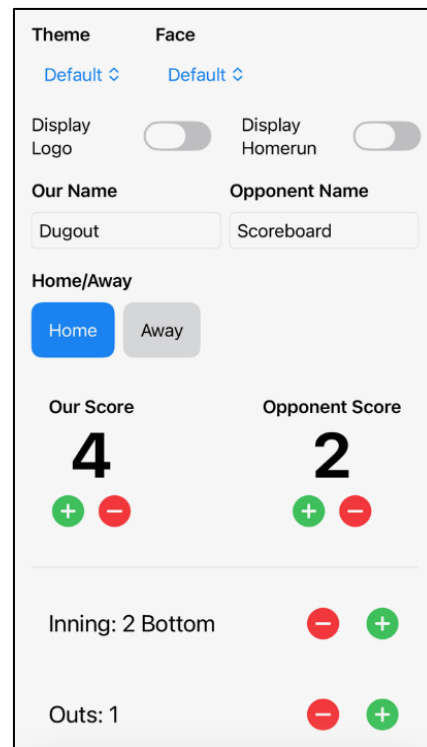
Select the text box to enter or change each team's names

- Use the plus (+) and minus (-) buttons to increase or decrease score, innings or outs.
- Home/Away will swap teams on the scoreboard display, Home is always on the right or bottom of the screen.
- Reset game sets the score and outs to 0 and the inning to Top 1st

All Manual Mode changes are transmitted via Bluetooth and displayed in real-time.

If a change does not appear:

- Confirm Bluetooth connection
- Ensure no other device is connected
- Restart the app if necessary

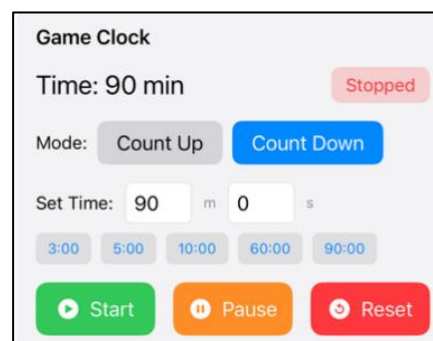


### Game Clock

Clock Controls:

- Count Up – Timer increases from zero.
- Count Down – Timer counts down from a set time.
- Set Time – Starting time (only applies when using Count Down)
- Quick Time Presets (minutes) – 3, 10, 15, 30, 60, 90.
- Start – Begins the clock.
- Pause – Temporarily stops the clock.
- Reset – Resets the clock to the last set time.
- Status Indicator – Displays the current state of the clock

**Note:** The Game Clock interface is available in Manual Mode only.



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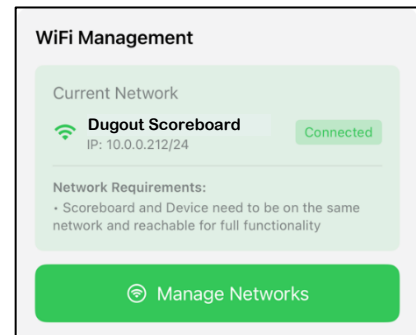
## 6. Wi-Fi Setup

Wi-Fi is required for features that involve transferring media or retrieving external data. Manual scoring over Bluetooth does not require Wi-Fi.

### Connecting to Wi-Fi

1. Power on the scoreboard.
2. Connect to the scoreboard through the mobile app.
3. Navigate to Settings → Wi-Fi Management.
4. Select your desired network.
5. Enter the network password.
6. Confirm connection.

Once connected, the scoreboard will remember the network and reconnect automatically when within range.



### Managing Saved Networks

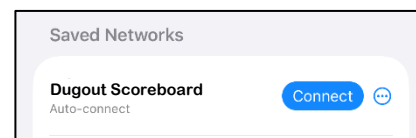
The scoreboard will store previously connected Wi-Fi networks for automatic reconnection.

Within the Network Management section, you may:

- Connect to new networks
- Remove saved networks

If multiple saved networks are available, the scoreboard will attempt to reconnect to known networks automatically when powered on based on signal strength.

Removing unused networks can help ensure the scoreboard connects to the intended Wi-Fi source more reliably.



### Features That Require Wi-Fi

You must be connected to Wi-Fi to:

- Create or edit themes
- Upload new logos
- Change the selected logo
- Enable and use Sync Mode
- Refresh or update team lists (when using Sync)

### Features That Do Not Require Wi-Fi

You can use the scoreboard without Wi-Fi for:

- Manual scoring (score, inning, outs, etc.)
- Team name changes
- Selecting existing themes
- Displaying the currently set logo

### Important Note About Logos

Logos can be displayed without Wi-Fi only if they are already set on the scoreboard.

To change to a different logo, the scoreboard must be connected to Wi-Fi. This includes switching between logos that were uploaded previously.

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## Wi-Fi Performance Notes

For reliable performance:

- Use a stable home, facility, or hotspot connection.
- Ensure adequate signal strength in the dugout.

Weak or unstable connections may result in:

- Upload failures for logos or themes
- Delayed Sync updates
- Authentication timeouts

## Wi-Fi Troubleshooting

If the scoreboard fails to connect:

- Confirm the password is entered correctly
- Move closer to the router or hotspot
- Restart the scoreboard
- Restart your router or hotspot
- Ensure the network does not require browser-based login
- Confirm the network is broadcasting on 2.4 GHz (5 GHz networks are not supported)

If your Wi-Fi network does not appear in the list:

- Verify that 2.4 GHz is enabled in your router settings
- If your router combines 2.4 GHz and 5 GHz under one name, consider temporarily separating them
- Try using a mobile hotspot set to 2.4 GHz

## 7. Customization: Themes

Themes control the overall look of the scoreboard, including colors and display styling.

Themes are stored on the scoreboard once created, and you can switch between them quickly at anytime.

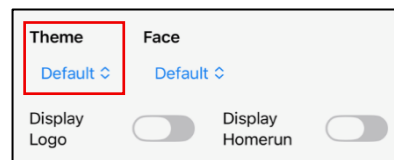
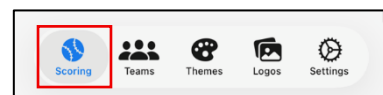
### Switching Themes (No Wi-Fi Required)

You can switch between existing saved themes using Bluetooth only.

1. Connect to the scoreboard via Bluetooth.
2. Select existing theme from the themes drop down in the scoring tab  
or
3. Open the Themes tab in the app.
4. Select a theme from the list.

The display will update immediately.

Wi-Fi is not required to switch themes.



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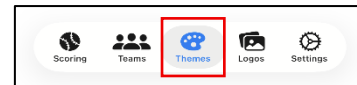


## Creating a New Theme (Wi-Fi Required)

Creating a theme requires Wi-Fi.

1. Connect the scoreboard to Wi-Fi.
2. Open Themes tab
3. Tap Create New Theme.
4. Enter a theme name, configure color settings, set brightness.
5. Save the theme.

Once saved, the theme will be available to select later (no Wi-Fi required).



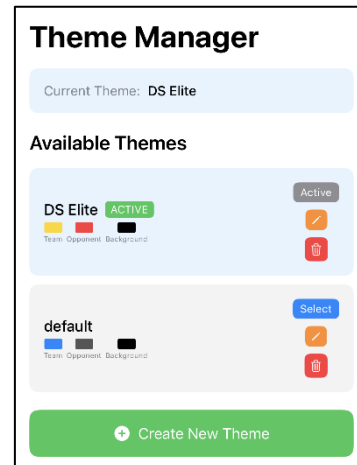
## Editing an Existing Theme (Wi-Fi Required)

Editing a theme requires Wi-Fi.

1. Connect the scoreboard to Wi-Fi.
2. Open Themes tab.
3. Select the pencil icon on target theme.
4. Adjust colors/settings and save.

After saving, the updated theme is stored on the scoreboard.

**Note:** Edits to an active theme will not apply until theme is switched and reselected

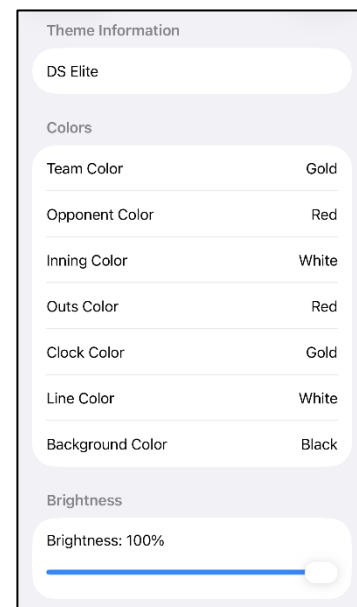


## Theme Settings (What You Can Customize)

When creating or editing a theme, you can adjust the following elements:

- Theme Name – The name shown in your theme list.
- Team Color – Controls your team's name and score color.
- Opponent Team Color – Controls the opponent's name and score color.
- Inning Color – Controls the inning text/indicator color.
- Outs (Fill Color) – Controls the filled portion of the outs indicator.
- Clock Color – Controls the game clock display color.
- Line Color – Controls the divider lines and outline elements, including the outs circle outline (not the fill).
- Background Color – Controls the overall display background color.
- Brightness – Controls overall display brightness.

**Note:** Brightness and lighter background colors may increase power usage.



## Theme Troubleshooting

If you cannot create or edit a theme:

- Confirm Wi-Fi is connected
- Try again after reconnecting Wi-Fi
- Restart the app and retry

If switching themes does nothing:

- Confirm Bluetooth is connected
- Move closer to the scoreboard
- Close the app and reconnect



## 8. Customization: Logos

Logos enhance team identity and game atmosphere. These visuals can be displayed during warmups, celebrations or anytime during operation.

This includes:

- Team logo display (startup logo)
- Homerun Display

### Recommended Logo Format

For best results, logos should use a 2:1 aspect ratio (width twice the height).

Example:

- 64 × 32 pixels
- 128 × 64 pixels
- Any format that maintains a 2:1 ratio

Logos that do not match a 2:1 ratio may appear stretched, compressed, or distorted on the display.

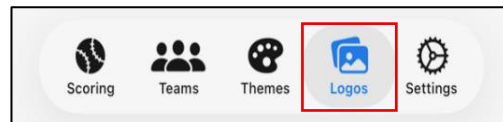
For optimal clarity:

- Use high contrast colors
- Avoid very thin lines or small text
- Keep designs bold and simple

### Uploading Logos (Wi-Fi Required)

Uploading new logos requires Wi-Fi.

1. Connect the scoreboard to Wi-Fi.
2. Open Logos tab.
3. Tap Chose Photo or GIF button.
4. Select your photo or GIF, enter logo name and confirm.



### Logo Manager

#### Instructions:

- Green border = Startup Logo
- Blue border = Homerun Logo

#### Upload New Logo

Choose Photo or GIF



ds\_2.gif

Startup

Homerun

Delete



storm.gif

Startup

Homerun

Delete

### Changing the Selected Logo (Wi-Fi Required)

Changing to a different logo requires Wi-Fi — even if the media was uploaded previously. Once selected and applied, the chosen logo will remain set and can display without Wi-Fi.

### Display Behavior & Triggers

Logos are triggered manually.

- Display Logo switch triggers startup logo
- Display Homerun switch triggers homerun logo.
- Sync Mode does not automatically trigger homerun logo.

Startup and homerun logos must be activated using the designated toggle switch in the scoring tab.



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## Managing Logos

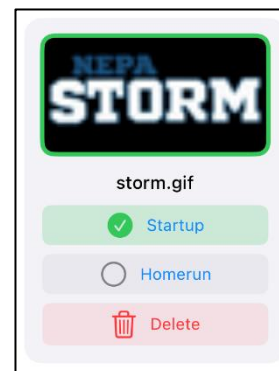
Each uploaded logo appears in the app as a thumbnail preview.

Below each thumbnail, you will see selectable options that determine how the logo is used.

### Startup Logo

Selecting the Startup option assigns the logo to display when the Display Logo toggle is activated in the Scoring tab.

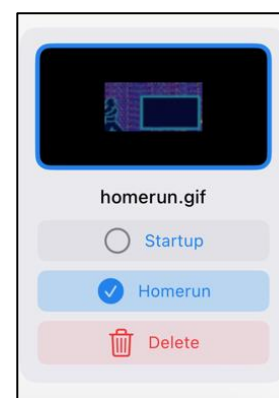
- A green checkmark will appear in the selection indicator.
- Thumbnail will display a green border to confirm it is set as the Startup logo.



### Home Run Logo

Selecting the Homerun option assigns the logo to display when the Display Homerun toggle is activated in the Scoring tab.

- A blue checkmark will appear in the selection indicator.
- The thumbnail will display a blue border to confirm it is set as the Homerun logo.



### Using the Same Logo for Both

If the same logo is selected for both Startup and Homerun:

- The thumbnail border will appear purple.
- This indicates the logo is assigned to both functions.

### Deleting a Logo

Selecting Delete will permanently remove the logo from the scoreboard.

Once deleted, the logo must be re-uploaded if you wish to use it again.

Note: A logo cannot be removed while it is set as an active startup or homerun logo.

## Using Logos Without Wi-Fi

If Wi-Fi becomes unavailable:

- The currently selected Startup logo can still be toggled on or off.
- The currently selected Homerun logo can still be toggled on or off.
- New logos or changes cannot be applied until Wi-Fi is reconnected.

## Troubleshooting Logos

If logos appear stretched or distorted:

- Confirm the image uses a 2:1 aspect ratio.
- Reformat the image before uploading.

If you cannot change logos:

- Confirm Wi-Fi is connected.
- Restart the scoreboard and try again.

If the logo does not display:

- Ensure it has been manually triggered.
- Verify Bluetooth connection.

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## 9. Faces (Display Layouts)

Faces are pre-programmed display layouts that control how game information appears on the scoreboard.

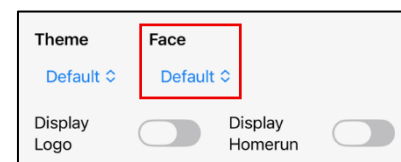
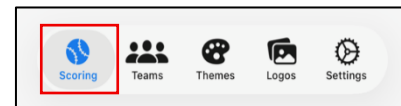
There are various selectable faces, available directly from the Scoring tab.

Faces are fixed layouts and are not customizable or editable.

### Selecting a Face

Selecting a face does not require Wi-Fi.

1. Connect to the scoreboard via Bluetooth.
2. Open the Scoring tab.
3. Choose one of the available face options.
4. The display will update upon selection.



### About Faces

Each face is a static, pre-designed layout programmed into the scoreboard software.

While themes control colors and styling, faces control layout structure — including positioning of:

- Team names
- Score
- Inning
- Outs

Faces are intentionally fixed to ensure reliability and consistent formatting across games.

### Face Troubleshooting

If selecting a face does not update the display:

- Confirm Bluetooth is connected.
- Move closer to the scoreboard.
- Restart the app and reconnect.
- Restart the scoreboard if needed.

If a face option is not visible:

- Ensure you are connected to the correct scoreboard.
- Confirm the app is updated to the latest version.

## 10. Sync Mode (Optional Beta Feature)

Sync Mode allows the scoreboard to automatically update using scoring data from a supported third-party platform.

Manual Mode remains available at all times.

Wi-Fi is required.

### Sync Mode Setup (Step-by-Step)

Follow this order carefully to ensure proper authentication.

#### Step 1: Connect to Wi-Fi

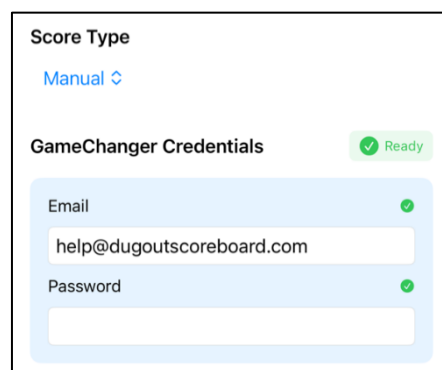
Sync Mode requires an active Wi-Fi connection before beginning.

#### Step 2: Enter Account Credentials

1. Navigate to Settings.
2. Enter your scoring platform email and password.

After both fields are entered, a small status indicator will display “Ready.”

⚠ The “Ready” indicator confirms that required fields are populated. It does not verify login credentials at this stage. This step ensures authentication begins only after credentials are entered.



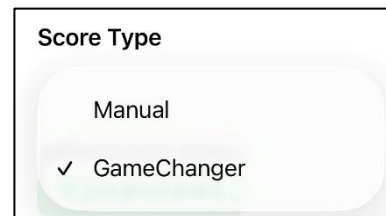


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## Step 3: Switch Score Type

1. Select the Score Type dropdown.
2. Select the desired scoring platform.

Selecting the Score Type triggers the authentication service.

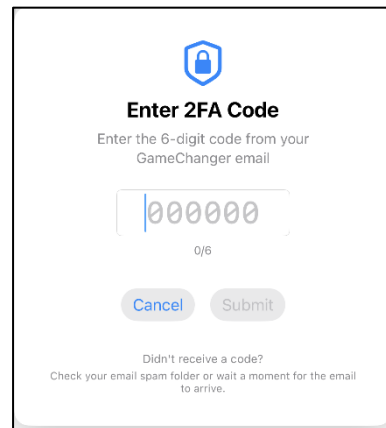


## Step 4: Complete Verification (If Prompted)

If required:

1. Check your email for a multi-factor verification code.
2. Enter the code into the app.

This authentication must be completed manually. Verification code entry depends on time of last login, and may not be required in all instances.



## Indicator Light Status

When Sync Mode is enabled, a small status light appears at the bottom of the scoreboard display.

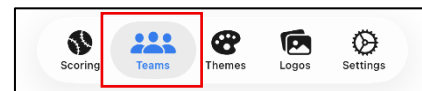
### Indicator Light Description:

- Red Not Authenticated
- White Authenticated – No Live Game
- Yellow Authentication in Process
- Green Live Game Active

## Step 5: Refresh Teams

Once the light turns White or Green:

1. Navigate to the Teams tab.
2. Tap Refresh Teams.



## Team Refresh Requirements

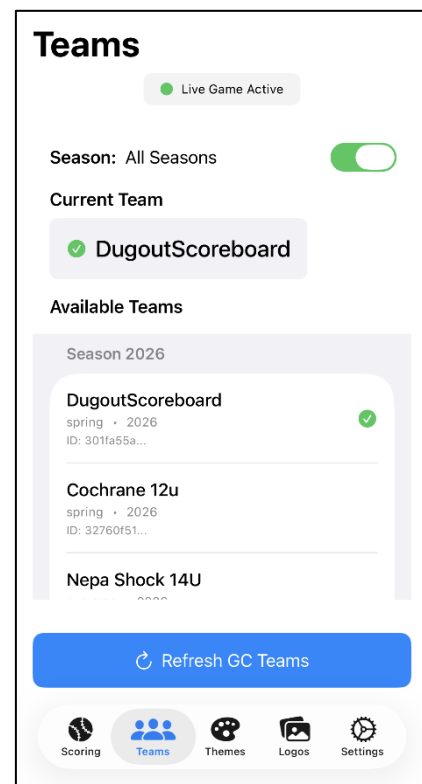
The indicator light must be White (Authenticated – No Live Game) or Green (Live Game Active) for “Refresh Teams” to function properly. If the light is Red or Yellow, authentication has not completed and team refresh will not succeed.

If signing in with a different account than was previously used: You must tap “Refresh Teams” to update the scoreboard with the new account’s team list. The scoreboard does not automatically assume a new account’s team list without a manual refresh. This ensures the team data displayed matches the currently authenticated account.

## Step 6: Select Team

1. Locate your team.
2. Filter teams, by year or toggle “All Seasons” to display all followed teams.
3. Select the desired team.

When selecting a different team in Sync Mode: Allow 20–30 seconds for the scoreboard to search for and load the active game.



## Step 7: Confirm Game Is Live

A game will not be considered “live” until scoring has begun and the first pitch has been recorded in the scoring platform.

When live:

- The status indicator will turn Green
- Score, inning, and outs will update automatically

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## Important Notes

- “Ready” indicator only confirms login fields are filled.
- Authentication occurs after selecting the Score type.
- Sync Mode does not automatically trigger home run logo.
- Data sync has a 10–15 seconds of delay after being recorded in the scoring app.
- Weak Wi-Fi signal may increase delay
- Manual Mode can be enabled at any time.

## Account Security

Login credentials entered for Sync Mode are securely transmitted from your mobile device to the scoreboard using encrypted communication. Dugout Scoreboard, LLC does not store, retain, or have visibility into your account password. Device-level support access, when enabled by the user, is separate from third-party account authentication and is described in Support & Remote Assistance (*Section 13*).

## Sync Troubleshooting

### Understanding the Indicator Light

The status light at the bottom of the scoreboard provides real-time feedback about Sync Mode.

#### Red – Not Authenticated

Sync Mode is active but authentication has not completed.

Most common causes:

- Not connected to Wi-Fi
- Incorrect email or password
- Internet connectivity issue

What to do:

- Confirm Wi-Fi is connected
- Re-enter login credentials carefully
- Restart the scoreboard and reconnect if needed

#### Yellow – Authentication in Process

The scoreboard is attempting to log in.

Possible causes if it remains yellow:

- Waiting for email verification code
- Incorrect email associated with the scoring account
- Incorrect password entered

- Check the correct email inbox for the verification code
- Confirm email and password match the scoring platform account
- Re-enter credentials if unsure

What to do:

#### White – Authenticated, No Live Game

Login was successful, but no active live game is detected.

What to check:

- Ensure the correct team is selected
- Confirm the game has started (first pitch must be recorded)
- Verify the correct season for the desired team is selected

If using a different account than previously:

- Tap “Refresh Teams” to load the new account’s team list

#### Green – Live Game Active

The selected team has an active live game and Sync is running.

If score data does not update:

- Check Wi-Fi signal strength
- Confirm the correct team is selected
- Verify there is only one intended live game (some platforms allow multiple simultaneous games)

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## Team Switching Delay (Important)

When selecting a different team in Sync Mode:

- Allow 20–30 seconds for the scoreboard to search for and load the active game.
- During this time, the system is establishing a new connection to that team’s live game session.

This delay is normal and different from scoring data refresh timing.

Once connected:

- Score updates typically occur within 10–15 seconds of being recorded in the scoring platform.
- Weak Wi-Fi may increase this delay.

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## If Sync Does Not Start

- Confirm Wi-Fi is connected
- Confirm email and password are entered
- Confirm indicator shows White or Green before refreshing teams
- Restart the scoreboard and reconnect if needed

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## If Game Data Does Not Update

- Check internet signal strength
- Confirm the game is still active on the scoring platform
- Confirm the correct team is selected
- Disable and re-enable Sync Mode
- Restart the scoreboard if necessary

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## If Authentication Fails

- Confirm access to the correct email inbox
- Re-enter credentials carefully
- Restart the app and try again

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## Manual Adjustments While in Sync Mode

While Sync Mode is enabled, manual scoring controls remain active. Any adjustments made through the app temporarily affect only the scoreboard display and do not alter the external scoring platform. During the next data refresh, the scoreboard will automatically revert to the official live game data.

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## 11. General Troubleshooting

Issue	Possible Cause	Recommended Action
Scoreboard will not power on	Battery depleted	Charge using included USB cable. Allow several minutes before retrying.
	Power switch not fully toggled	Turn unit off, wait 5 seconds, turn back on.
Cannot connect via Bluetooth	Connection did not fully initialize	Close the app, reopen, and reconnect to the scoreboard.
	Connected in phone settings but not in app	Close the app, reopen, and reconnect to the scoreboard.
Scoreboard takes time to start	Normal boot process	Allow 20–30 seconds after powering on. This is normal system initialization.
Wi-Fi network not visible	5GHz network	Use a 2.4GHz Wi-Fi network (not supported on 5GHz).
	Weak signal	Move closer to router or hotspot.
	Combined dual-band network	Enable or separate the 2.4GHz network or use a hotspot.
Can switch themes but not edit	Normal behavior	Selecting existing themes works via Bluetooth. Editing requires Wi-Fi.
Cannot create or edit theme	Not connected to Wi-Fi	Theme creation/editing requires Wi-Fi.
Logo screen not loading	Not connected to Wi-Fi	Connect to a Wi-Fi network.
	Weak Wi-Fi	Move closer to router or hotspot and retry
Unable to save theme	Not connected to Wi-Fi	Connect to a Wi-Fi network.
	Weak Wi-Fi	Move closer to router or hotspot and retry.
Theme changes not applying	Edited theme is active	Select a different theme, then re-select the edited theme.
Sync will not enable	Email/password not entered	Enter credentials first. “Ready” indicator must appear.
Indicator remains red	Not connected to Wi-Fi	Connect to a Wi-Fi network.
	No internet access	Ensure network has active internet connection.
Indicator remains yellow	Credentials or verification failed	Switch to Manual Mode, re-enter credentials, return to Sync Mode, and complete verification.
	Failed login attempts	Re-enter credentials and select Score Type again to restart.
Indicator remains white	No live game detected	Ensure selected team has a live game active.
	Game still loading	Allow time after selecting the team.
	Scorer not online	Ensure scoring device has internet connection.
	Weak Wi-Fi	Move closer to router or hotspot.
Score not updating (green indicator)	Incorrect team selected	Confirm correct team is selected.
	Scoring app not updating	Ensure scoring app is actively updating.
	Scorer not connected	Ensure scoring device has internet.
	Multiple live games	Ensure only one game is marked as live.
Team not updating	Filters applied	Adjust or clear filters to show all teams.
	Incorrect selection	Confirm correct team is selected.
Delay when switching teams	Normal loading process	Allow 20–30 seconds for game to load.
Score delays during Sync	Weak Wi-Fi	Improve signal strength. Expect 10–15 second typical scoring delay.
New account not showing correct teams	Teams not refreshed	Tap “Refresh Teams” after signing into a different account.

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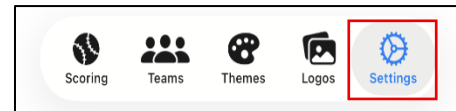
## 12. Software Updates

Dugout Scoreboard software can be updated directly from the Settings tab when a new version is available.

### Checking for Updates

1. Open the Settings tab in the mobile app.
2. Scroll to the bottom of the page.
3. The current software version will be displayed.

If an update is available, a message will appear below the current version indicating that a new update is available.



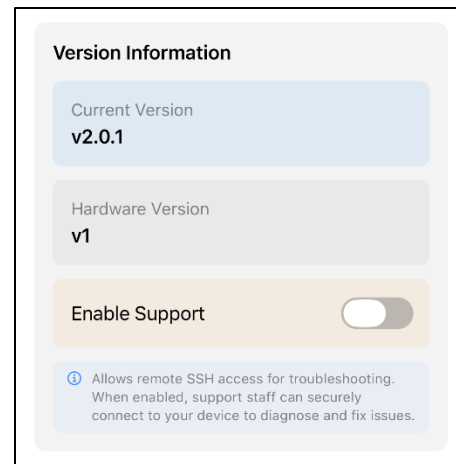
### Installing an Update

1. Select the available update.
2. The scoreboard will download and install the new software.
3. The scoreboard will automatically restart once installation is complete.

### After the Update

- You will need to reconnect to the scoreboard after it restarts.
- There may be a short delay before Bluetooth becomes available again.
- If the scoreboard does not appear immediately, wait several seconds and try reconnecting.

This brief delay is normal during system restart.



### Important

- Wi-Fi is required to download software updates.
- Do not power off the scoreboard during an update.
- Ensure sufficient battery charge before starting an update.

## 13. Support & Remote Assistance

If troubleshooting steps do not resolve your issue, our support team is available to assist. Email: [help@dugoutscoreboard.com](mailto:help@dugoutscoreboard.com)

When contacting support, please include:

- A brief description of the issue
- Your device ID (e.g. scoreboard-XXXX)
- The indicator light color
- Your current software version (Settings)

### Enable Support Access

The Dugout Scoreboard app includes an optional Enable Support setting to assist with troubleshooting.

- Support Access is OFF by default.
- When enabled, diagnostic logs may be securely transmitted to assist our team in identifying issues.
- This feature must be manually enabled by the user.
- It can be disabled at any time.

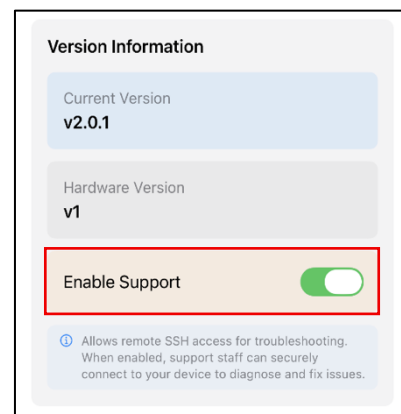
Support Access does not provide visibility into third-party account passwords or login credentials.

### Remote Assistance

In certain cases, when Support Access is enabled:

- Our team may review system logs to identify errors.
- Software adjustments or updates may be applied to resolve issues.
- You will be notified if further action is required.

No remote access occurs unless the Support setting is enabled.



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## 14. Limited Warranty

Dugout Scoreboard, LLC warrants that the Dugout Scoreboard hardware product will be free from defects in materials and workmanship under normal use for a period of one (1) year from the original date of purchase.

This Limited Warranty applies only to the original purchaser and is non-transferable.

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### What Is Covered

This warranty covers:

- Manufacturing defects
- Hardware failures under normal use
- Internal component malfunction not caused by misuse

At our discretion, Dugout Scoreboard, LLC will:

- Repair the product, or
  - Replace the product with an equivalent unit
- 

### What Is Not Covered

This warranty does not cover:

- Damage caused by misuse, neglect, or improper handling
  - Damage caused by charging with non-certified power supplies
  - Exposure to water, excessive moisture, or extreme heat
  - Physical damage (drops, cracks, impact damage)
  - Unauthorized modification or disassembly
  - Damage caused by third-party software or platform changes
  - Normal wear and cosmetic blemishes are not covered.
- 

### Software & Sync Disclaimer

Sync Mode relies on third-party platforms and internet connectivity. Changes made by third-party services are outside the control of Dugout Scoreboard, LLC and are not covered under this warranty.

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### Limitation of Warranty

Except as expressly provided above, Dugout Scoreboard, LLC makes no other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

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### Warranty Claims

To initiate a warranty claim, contact:

[help@dugoutscoreboard.com](mailto:help@dugoutscoreboard.com)

Please include:

- Proof of purchase
- Description of the issue
- Software version

Warranty claims may require return of the product for inspection.

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## Additional Service & Repair Support

We understand that accidents happen.

If your Dugout Scoreboard is damaged or experiences issues outside of warranty coverage, please contact our support team. Even when an issue is not covered under the Limited Warranty, we will do our best to provide repair options, replacement parts, or service solutions whenever possible.

Service fees, parts costs, or shipping charges may apply depending on the situation.

Our goal is to keep your scoreboard in the game for as long as possible.

Email: [help@dugoutscoreboard.com](mailto:help@dugoutscoreboard.com)

We built this product to be part of your team, and we're here to help keep it that way.