

BOOK A COURT LIGHTING GUIDE:

The following guide contains information to help explain the relationship of the Book a Court system and the lighting equipment supplied by Complete Security Solutions - how the lighting works, as well as answering frequently asked questions.

Book a Court Lighting Equipment:

Lighting Control Panel:

You will receive the lighting control panel (right) prior to the day of the Book a Court hardware installation. The lighting control panel will consist of 4 or 8 circuits, depending on what you have purchased. This will need to be installed by your electrician.

Panel Switches:

The manual override switches (right) will enable you to use the Book a Court system to automatically operate your lights. You will be provided with a key, allowing you to change the light settings. Please note, access to the keys to these switches should be restricted.

In the below image to the right, the switch has been set to AUTO, thereby ensuring that lights at the club turn on automatically following the entry of a valid booking PIN.

The switch positions work as follows;

O (OFF position): To turn the lights off completely, use the key and turn the switch to 0. In the OFF position, the lights will always be OFF, regardless of valid bookings or the sunset switch.

MAN (MANUAL position): To turn on the lights without entering a booking PIN, use the key and turn the switch to MANUAL. Lights will remain on unless you turn the switch to O (OFF position).

If the lights are operated in the Manual setting, the switches should be returned to the AUTO position at the end of the night, as any subsequent bookings will not activate the lights when a booking PIN is entered at the gate whilst the switch is in the MANUAL or OFF position.

AUTO (AUTOMATIC position): To operate the lights automatically via the Book a Court system, switches must be in the AUTO position. In the AUTO position, when a valid booking PIN is entered on the keypad the lights will activate for the relevant courts and times of the booking (should the sunset switch deem to be insufficient daylight).



Sunset Switch (light sensor):

To ensure lights do not turn on during the day, the Book a Court system uses the Sunset Switch (photo below). The sunset switch determines when there is adequate lighting outside and will prevent the lights turning on. If the sunset switch does not detect adequate lighting outside, then the lighting will begin to turn on.

Sunset switches have an in-built light sensor that measures ambient brightness and automatically switches the connected lights on and off depending on the light levels outside. Your local electrician should assist you in selecting an appropriate location for the sunset switch to be installed, ideally not in any significant shadowing or in a location affected by the court lighting or other lighting (e.g. nearby sporting grounds).

The interior of the sunset switch contains a dial, which can be used to adjust the sensitivity. The photo below on the right shows the interior cover of the sunset switch. The dial on the left should be left on DD, the dial on the right can be adjusted to suit your venue. Generally, the further away the dial is from 20 (the default) the earlier the lights will turn on. Your local electrician should assist you in adjusting the dial to an appropriate level when installed.

As the evening progresses and daylight fades during the booking, the sunset switch will automatically trigger the lights to turn on. There is no need for the player to re-enter their PIN for this to occur.



How the lighting works with Book a Court:

Turning the lights ON:



To turn the lights on, simply enter your booking PIN into the keypad at the gate at the time of your booking.

Upon successfully creating a booking, you will receive a unique 4-digit PIN code.

Enter the four-digit code, and then press the enter key which can be:

1. The hash key (#) in the bottom right (see left image), or
2. The arrow key (↵) in the bottom right (see right image)



When a valid booking PIN code has been entered, the LED light at the top of the keypad changes to green and will produce two beeps. Once this happens, the gate will unlock. Please note, if the booking PIN is not active or has been entered incorrectly, the keypad LED will not change colour and will produce a single, long beep tone.

To cater for lights warming up, the booking PIN is active 15 minutes prior to the booking start time and enables players to arrive early and activate the lights prior to their booking start time.

As outlined above, the sunset switch will detect when lighting is needed and will automatically trigger the lights to turn on.

Please note, the schedules in the ClubSpark software do NOT operate the lights. The purpose of these schedules is to apply fees at an appropriate time.

It is important that all court users, including coaches and competition coordinators, enter their booking PIN prior to each booking to ensure the lights are turned on as required. This ensures that if a court user does not turn up for their booking, then the lights will remain off, and that the lights stay on for the correct duration.

Please encourage people to develop the habit of always entering their booking PIN regardless of whether the gate is unlocked, or the lights are already on to eliminate any issues.

Turning the lights OFF:

The lights will automatically turn off 15 minutes after the booking time. If there is a booking immediately after, the lights will remain switched on, provided the next court user has entered their booking PIN.

You may have times when you need to turn off the lights before the booking time ends e.g. night competition finishes early or coaching lessons may be cancelled in the event of a washout. To turn the lights off early, simply log into ClubSpark and cancel the booking. Once the booking has been successfully cancelled in the software, the court lights will automatically turn off shortly after cancellation.

For a step-by-step guide on how to cancel bookings, please refer to our support guide [here](#).

Lighting Integration and Testing:

Integrating the court lighting to the Book a Court system:

As soon as you receive an installation date, you should contact your electrical contractor to organise a date to complete the lighting integration process.

Your electrical contractor will need to connect the new lighting control panel to your club's existing lighting circuits. The instructions for your electrical contractor are in your quote, if you do not have this document, please contact your Club Development Officer/Tennis Development Officer.

Your electrician is required to contact Complete Security Solutions (1300 79 14 15) 24 hours prior to completing the integration, to schedule the co-ordinated lighting tests with their technician whereby the tests will confirm successful integration of the system (i.e. booking PINS to activate the correct court lights).

Testing the lights before going 'live':

Once your lights have been integrated with the Book a Court hardware, it is important that both you and your electrician perform your own testing. As described above, your electrician will perform coordinated testing with Complete Security Solutions at the time of the integration.

Following this, we recommend performing your own lighting tests using the below scenarios:

1. Book a court at 'dusk' and enter the PIN, and ensure the sunset switch is turning the lights on at an appropriate time i.e. when it is dark enough outside. Depending on the type of sunset switch installed, the LUX level settings can be adjusted if the lights are turning on at an inappropriate time.
2. Book a court and enter the PIN. 10 minutes into the booking, cancel the booking online and confirm that the lights turn off shortly after cancellation.

For peace of mind, you might find it helpful to test a booking on each court (we suggest booking under a different contact each time, as using the same contact might interfere with existing tests).

Once the lights have been successfully tested, you can confidently begin to operate the lights automatically.

Frequently Asked Lighting Questions:

If my booking is from 7pm-8pm, at what time can I access the courts with my PIN and when will the lights come on?

Booking PIN's are active 15 minutes before your booking start time and will become inactive 15 minutes after your booking end time. Your booking PIN for this booking can be used anytime between 6:45pm and 8:15pm. Once the booking PIN has been entered, the lights for your courts will begin to turn on when there is insufficient daylight and will automatically turn off 15 minutes after your booking ends.

How do I know if I have entered my booking PIN correctly?

When you enter your booking PIN, you will need to listen carefully for the beeps of the keypad. A valid booking PIN entry will be confirmed by two short beeps and the LED light at the top of the keypad will also turn green for a few seconds. If your booking PIN is not valid or has been entered incorrectly, you will hear one, long beep tone. If you are in doubt, please re-enter your booking PIN.

My lights on my court are already on. Do I need to enter my booking PIN?

Yes. Please ensure you ALWAYS enter your booking PIN when you arrive, even if the lights are on and/or the gate is unlocked.

Our coaching/competition booking has been washed out/finished early, how do I turn the lights off?

Administrators can cancel the booking online via the ClubSpark software. Lights will turn off after the cancellation has successfully been processed.

For a step-by-step guide on how to cancel bookings, please refer to our support guide [here](#).

Lights are coming on too early during the day, how do I fix this?

Depending on the Book a Court hardware that has been installed at your venue, you may be able to adjust the lux level settings of your sunset switch to ensure the lights come on at a more appropriate time of the day.

If adjusting the settings doesn't resolve the issue, you may need to retrofit the sunset switch. As an example, if the lights are not coming on early enough, you might put an additional cover over the sunset switch (so it appears darker) and drill a few holes for daylight to get through.

We recommend you contact your local electrical contractor to discuss making the necessary adjustments.

My lights have turned off, what should I do?

The most common cause of lights turning off unexpectedly is due to the booking PIN not being entered at the beginning of the booking. If your booking is still valid and lights are still required, simply re-enter your booking PIN at the gate and the lights will automatically turn back on provided there is still time remaining for the booking.

Note: You may need to allow for the lights to cool down/warm up.

If you continue to experience lighting issues, please escalate this with Tennis Australia Customer Support at

play@tennis.com.au with any relevant details.

I didn't pay for lights. How do I turn them on?

Lights will automatically turn on for bookings, if the sunset switch deems there to be insufficient daylight (regardless of payment). Provided you have entered your booking PIN at the start of your booking and it is dark enough outside, the lights on your court will automatically turn on.