

CEDARCREEKCHURCH

Five things to check before your techs arrive

1. Check that Pro1 has output to the multiviewer: If Pro1 is not showing up on your multiviewer, there is a problem. Restart ProPresenter. Go to the ProPresenter 6 menu, then choose preferences, then choose the HD-SDI tab, and then make sure the device says "UltraStudio 4k" or "Ultrastudio HD mini", then choose 1080i59.94 for the mode. If there is a still problem, submit a ticket.
2. Check that Pro1 is sending the stage display output to multiviewer. If it is not showing up on your multiviewer or only showing the desktop, there is a problem. Restart ProPresenter. Go to the ProPresenter 6 menu, then choose preferences, then choose the display tab, and then check "enable stage display". If there is a still problem, submit a ticket.
3. Check that Pro Video Player is receiving timecode from Ableton. If not, make sure the channel in Ableton is ON. It should be yellow. Stop Ableton Restart PVP, press play on Ableton. If it still does not see timecode, submit a ticket.
4. Check that Pro Video Player is sending video to "Ableton" on the multiviewer. If it is not showing up on your multiviewer, there is a problem. Restart PVP. Click the pencil icon. Then click the big black rectangle that says "Screen 1". Under "output", Select UltraStudio Mini Monitor, and then choose 1080i59.94. If Pro Video Player is still play out to the multiviewer, submit a ticket.
5. Check that the lighting desk is receiving timecode. If there is a red rectangle on the top right that says "No Timecode", there is a problem. Make sure the audio console is on at WT, FN and PB. If it still does not see timecode, submit a ticket. If it does see timecode, be sure to press the "release" button above the song on the console.