

# WSHA Scoreboard FAQ and Troubleshoot

Q.) Why does the scoreboard look like it isn't on?

A.) It could be a few things.

1.) Is the "NOVASTAR" Video Controller Turned on?

If not, flip the switch to the "ON" position.

2.) Is the "ProPresenter-Scoreboard" program running?

If not, double click the ProPresenter Scoreboard and wait until it is loaded.

3.) Is the main output turned on? (computer monitor button on the top right of the screen)

If not, make sure it is on (lit up green)

Q.) The app is running, I can see the scoreboard is on and lit up, but I cannot see the clock (time, score, shots, etc).

A.) In the ProPresenter Program, look for the scoreboard button in the middle left of the screen, and make sure that this is on (green).

Q.) I cannot find the graphics to put on the screen.

A.) At the top of the screen, click View, Then click "Graphics Bin." You should now see the graphics bin on the screen.

Q.) I don't see any music to choose from on the ProPresenter Screen.

A.) At the top of the screen, click View, Then click "Audio Bin." You should now see the audio bin on the right side of the screen.

Q.) I cannot hear the songs playing even when I see that they are running/playing.

A.) Check to see that the volume is turned up:

1.) By selecting the Pink or Purple button on the top right of the ProPresenter Program, it will allow you to adjust the volume.

2.) If that button is turned up, check the computer volume by selecting the headphone decal on the top right of the screen on the desktop. Once that has been clicked move the slide at the top to the right for more volume.

Q.) The music is still playing even though I turned off the music in the ProPresenter Software.

A.) If you double click a song too many times, it will pull the song from the file folder within the computer. Turn the music off on the computer system by clicking the headphones icon on the

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top right of the desktop (near the date and time), and slide the top button to the left. Once the song has been played through you can resume using the ProPresenter songs as normal.

Q.) I put a graphic on the scoreboard and I want it to go away (videos, graphic, photo, etc.)

A.) Click on the Graphics Icon in the top left of the ProPresenter screen (has an "X" and says graphics).

Q.) I clicked a song and I want the song to stop.

A.) Click on the Audio Icon in the top left of the ProPresenter screen (has an "X" and says Audio).

Q.) The Daktroniks clock doesn't seem to be synced up or "talking to" the ProPresenter Software.

A.) Someone did something they shouldn't have..... But we can fix this. Click ProPresenter-Scoreboard on the top left of the screen (while the software is running). Click "Settings", and it will ask you for a password. Type the password that you used to get into the computer. Once open, click "communications" on the top right. If the Daktroniks panel says "Connect" and is in red, Click the gear icon to the right, Go to the "Interface" dropdown and select the one that has FTENS039 at the end, select the "reconnect" button on the bottom left, Then click save. Once that panel has gone away click on the "connect" button and the Scoreboard should now be talking to the clock.

Q.) The time is now on the scoreboard but none of the other information is up there.

A.) The software hasn't received any input from the controller for the different areas of use (scores, shots, period). For shots give each team a shot, and then take a shot away. For goals, give each team a goal and then take a goal away. For period, click +1 until it goes to the correct period. The goals, shots and period should now respond accordingly.