

Media Team Computer Tech Volunteer Training Document

Role:

- The role of the computer tech volunteer is to ensure all software runs appropriately during service for worship in the sanctuary and online.

Task Breakdown:

- Prepare and Operate ProPresenter
- Operate OBS for livestream
- Operate Apple Music for pre and post service music
- Operate the Light Software
- Adjust the ATEM Software

Processes:

General:

- Power on Computer (using the power button on the back/bottom/left side of the computer.
- Login (using password: 8362589)
- Ensure Wi-Fi is off (it is off if the Wi-Fi symbol is grey with a line through it – to turn the Wi-Fi off: click on the Wi-Fi symbol and click the toggle switch)

ProPresenter:

- Maximize ProPresenter by clicking the small green circle in the top left of the application. (NOTE: To switch between screens (full screen applications) you will need to do a 2 finger swipe on the mouse.)
- Check that 'SUNDAY AM' is selected in the PLAYLIST drop down in the top left section.
- Check that the order of items under the HEADER category in the bottom left matches the order of service (songs, kingdom builders/BGMC, etc.)
 - If a song or media item is missing – look for it under the 'SONGS AND PRESENTATIONS' tab under the 'LIBRARY' section at the top left. (You can either scroll through to find what you're looking for or use the filter line at the bottom to search for it.) *[This is also how you find new songs if a song is done at the end of service that isn't in the computer]*
 - Once found right click on the item you need select 'ADD TO' and 'SUNDAY AM'. This will copy the item to bottom of the Sunday AM Playlist. You can select and drag any of the items on the Sunday AM playlist into a new order to match the order of service.
- Check that all worship songs have a background at the start to be able to select.

- If they do not: click the MEDIA button at the top menu bar near the right side to open the media section – go to the BACKGROUNDS playlist on the right side – click on a background of your choosing and drag it in front of the first text slide of a song. *[This is the same processes used to change a background that is currently already placed on a song if it needs to be changed to something different – instead of dragging the background in front of the first text slide, drag the background on top of the current background slide.]*
- Edit any worship songs that the words are not correct.
 - Right click the slide that needs editing – select 'EDIT SLIDE'. Once in the 'EDIT' tab double click the text and make any changes. When you're ready to go back to the main page click 'SHOW' in the top menu toward the right side.
 - If a song is new, sometimes the text will be slightly too big for the text box. In this case (in the 'EDIT' tab) there will be a little plus button below the text box. If you click that it will automatically enlarge the text box for you.
- Check that all media related to the service is in the computer.
 - If any media needs added to a slide (countdown/video/announcement) click on the 'MEDIA' tab at the top right and click the needed category from the playlist menu on the bottom left. (countdowns, videos, announcements/logos) You can then drag and drop any of the media items to a specific presentation. If you put something in the wrong spot or if an old media item needs deleted – right click and select delete at the bottom of the menu.
- Make sure the PROJECTORS in the front of the sanctuary are on (using the remote on the table by Pastor's seat) and the TV in the sound booth is on (using the Roku remote in the sound booth)
 - ***Importation information – in order for the screens to work correctly the computer and ProPresenter needs turned on FIRST, the projectors need turned on SECOND, and the TV needs turned on THIRD. (If the screens are turned on before the ProPresenter software the computer may not properly send the display to the projectors, and they may have to be restarted.)(If the TV is turned on before the projectors it may affect the aspect ratio and require everything to be restarted to fix the issue.)
- Operate ProPresenter:
 - During worship: Change slide when the congregation is singing the next to last word on the slide (Watch the song leaders hand motions to determine the next part of the song.)
 - Speaking: Pay attention to whoever is speaking to follow along with videos/slides/scriptures. This is a no pressure responsibility! The speaker may ask you to show a specific slide. This isn't a reprimand! It is just clarity for the congregation.

OBS:

- Check that OBS says Profile: Subsplash Live (720p) at the top – with OBS selected click 'PROFILE' in the computer menu bar. [if you don't see that option, you need to click on the

OBS software (anywhere) to change the menu to that specific software.] Then, select 'SUBSPLASH LIVE (720p)'.

- Before service, when you start the five-minute countdown, you need to hit the 'START STREAMING' button on the bottom right.
 - ***Important information – Only click the start streaming button ONCE. Once you click it again the stream will end, and we will not be able to start the stream again. (This is due to us having to schedule out our live streams in advance through Subsplash.)
- At the close of service (when Pastor dismisses) click the blue 'STOP STREAMING' button.
 - This is the same way you will stop the stream if we have a sensitive missionary preaching. NOTE: If we have a sensitive missionary sharing but not speaking for the whole service – DO NOT stop the live stream. (The camera operator will cut the video and audio and bring it back when the missionary is done speaking.)

Apple Music:

- At 10:00 the 'INSTRUMENTAL PRAYER' playlist will need started for those joining in pre-service prayer. Click on the playlist on the right side then click the red 'Play' button.
- At 10:25 (when the five-minute countdown is started) pause the music.
- At the conclusion of service (after the live stream is stopped) click on the 'WORSHIP TODAY' playlist and hit the red 'PLAY' button.

Light Software:

- Click 'START' on the pop up that says 'Connected interface'
- Click 'NO' on the pop up that asks if we would like to download the new version available.
- Ensure the light software is opened to the correct file by going to 'File', clicking on 'Open Recent', and selecting 'CFA Show File 2'.
- Select a 'WORSHIP' light color. (one of the selections on the far left column under Bank 1.
- After worship when someone comes up to begin speaking change the light preset to the corresponding 'SPEAKER' color. (Example: If lights are on Worship Teal once someone comes up to begin speaking change the lights to Speaker Teal) This will shift the colored light to edges of the stage and bring brighter light to the front.
- If we are needing to turn the stage lights off for some reason during the service – select the 'BLACKOUT' preset at the top of the center column to fade out the lights. (Then click the color present that was selected previously to turn the light back on. Ex. Speaker Teal)

Atem Software:

- Click 'CONNECT' on the pop up that says ATEM Connection.
- Ensure the 'Mic 1' 'R' line turned all the way down. *(If this isn't done their will be no livestream sound because we will have two inverted stereo audio signals cancelling each other out. One from 'Mic 1' 'L' and one from 'Mic 1' 'R')* Once done you can minimize this screen using the little yellow circle at the top left of the application.

Troubleshooting Guide:

- Keyboard/Mouse not responding = Check that keyboard/mouse is charged
 - Can go up to the menu next to the date at the top right corner of the screen – click on Bluetooth – it will show you the battery percentage of the keyboard and mouse. Plug the device into the computer using the white USB to Thunderbolt charger connected to the computer to charge.
 - If the keyboard/mouse are still having issues but it's not the battery – you may need to plug the device into the computer with the charger to reestablish a connection with the computer.
- Stage lights aren't working = Check that the sliver ADJ box next to the computer is plugged into the converter, and the converter plugged into the back of the computer.
- The scriptures being used aren't in the ProPresenter playlist = You will need to look up the scriptures using the 'BIBLE' tab (on the top menu bar, near the left side). Once you click on the BIBLE button a new tab will open, and you can type in or use the drop-down bar to find the scripture you are looking for.
 - Once the scripture is found you can simply click on the scripture, and it will show on the projectors. (Make sure to click the clear background button {second from the bottom on the clearing menu (to the right of the prevue window)}) so that if there was a logo or image on the screen it will go black.
 - If you know ahead of time what scriptures are going to be used: once finding the scriptures, you can click at the bottom left 'SAVE AS' – 'SAVE TO PLAYLIST' – 'SUNDAY AM'. This will load the scriptures into the playlist for Sunday AM.

Click the 'SHOW' button at the top left to go back to the original screen.

- The projector screens are not working correctly:
 - If they are showing the desktop of the computer but not the ProPresenter output:
 - First try restarting ProPresenter
 - If that doesn't correct the issue, hover your mouse at the top of the screen to make the computer menu visible – click the 'SCREENS' menu – click 'CONFIGURE SCREENS'. Once in the Screen Configuration menu, check that 'PROJECTORS' is highlighted toward the top left. Then, click the dropdown under 'OUTPUT' (in the bottom center of the screen), and select '(1920 x 1080). This is telling ProPresenter to send its output to the projectors.
 - If they are showing black (nothing from the computer)
 - Check that the Blue HDMI chord and ANKER converter are plugged into the back of the computer.
 - Check that the HDMI SPLITTER (black box at your feet) has power and isn't unplugged. And all the HDMI cables behind it are still plugged in and not loose.
 - If the issue persists, push the little grey button the right side of the front of the SPLITTER. (It needs to be on EMUL with the red light lit up next to it.)

- If the issue persists, try restarting both the computer and projectors together.
- The livestream in OBS gets turned off before it should be.
 - Click the Start Recording Button – this will record the service for us to be able to upload later.

Communication Expectations:

- If you have questions about any part of your responsibilities – please ask for help or clarification. You can ask Pastor Austin, Pastor Conner, or anyone else on the media team that is familiar with the Computer Tech responsibilities.
- Communicate with the Sound Engineer on playing music or media. (This ensures they are able to fade in the sound and it won't be too loud or soft)
- Let us know ASAP if you aren't going to be able to volunteer on a week you're scheduled to serve.

Resources:

- Beginners Guide to ProPresenter - <https://www.youtube.com/watch?v=tb7UatDBGAI>
- Additional Tutorials - <https://renewedvision.com/propresenter/tutorials>

- Worship Leader Hand Motions:

