INTRODUCTION

Welcome to the Summit Church University Campus! This AV Production Manual will provide step-by-step instructions on how to properly startup and shutdown the audio-visual system in the Worship Center. In addition to heavily detailed guides, quick reference guides have been included at the start of each section to highlight the individual startup and shutdown steps for your convenience.

Specific notes from the AV Director are labeled as such and are indented in smaller type from the margin. Footnotes will direct you to specific troubleshooting guides located in the back of this manual.

Carefully read and follow each step in the order in which they are listed. Failure to do so will produce undesirable results. Should you have questions about the startup or shutdown procedures, or if you are unsure about anything outlined in this manual, please reach out to your Team Leader or the AV Director for assistance.

SUMMIT CHURCH

AV PRODUCTION MANUAL

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STARTUP QUICK REFERENCE GUIDE

1. Turn On the House Lights
    a. Press “Preset 1” to turn on all of the house lights to 100% brightness

2. Turn On the AV Booth & Stage Power
    a. Power on the Jands Vista S1 Lighting Console
    b. Log in to the Lighting Mac mini computer
    c. Press the green “System On” button on the Stream Deck

3. Turn On the Video System
    a. Use the black LG remote to power on the TV display above the AV Booth, and the Black Vizio remote to power on the TV display behind the AV Booth.
    b. Log in to the two ProPresenter Mac Studio computers
    c. Open ProPresenter
    d. Use the Apple TV remote to open and configure the ProPresenter Stage app

4. Turn On & Set Up the Camcorders
    a. Power on the Sony camcorders
    b. Remove the lens caps
    c. Verify zoom and focus levels and adjust them as needed (see pages 15-17)

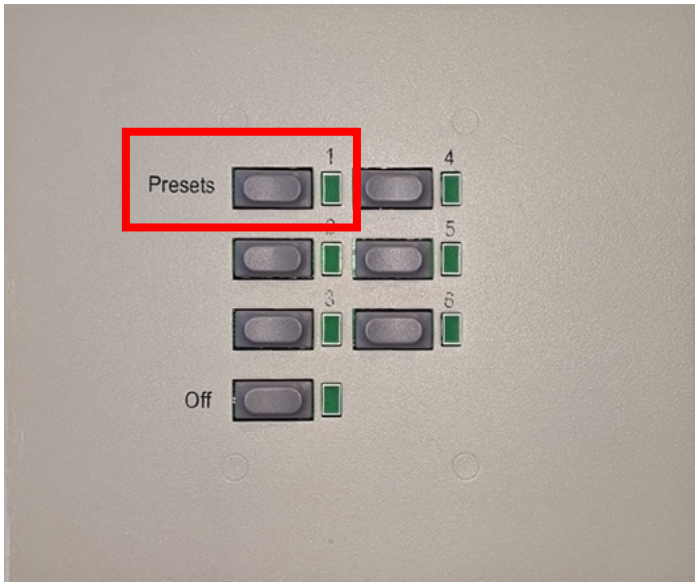
5. Configure the Mixing Console
    a. Load the SUMMIT.show file (if needed)
    b. Select a mixing scene and recall it

STARTUP GUIDE

STEP 1: TURN ON THE HOUSE LIGHTS

The Worship Center house lights are controlled by Leprecon APC wall panels (pictured below). There is a wall panel located next to each door, including one to your immediate left as you walk into the AV Booth. Each preset activates a different lighting scene.

When you arrive before a ministry gathering, **press "Preset 1" to turn on all of the house lights to 100% brightness.**



AV Director's Note: We turn on the house lights first because they revert back to their previously used preset when the audio-visual system is shut down after a ministry gathering. This allows us to discreetly power down the stage lighting system and hand lighting control back over to the wall panels while people linger in the room after an event.

STARTUP GUIDE

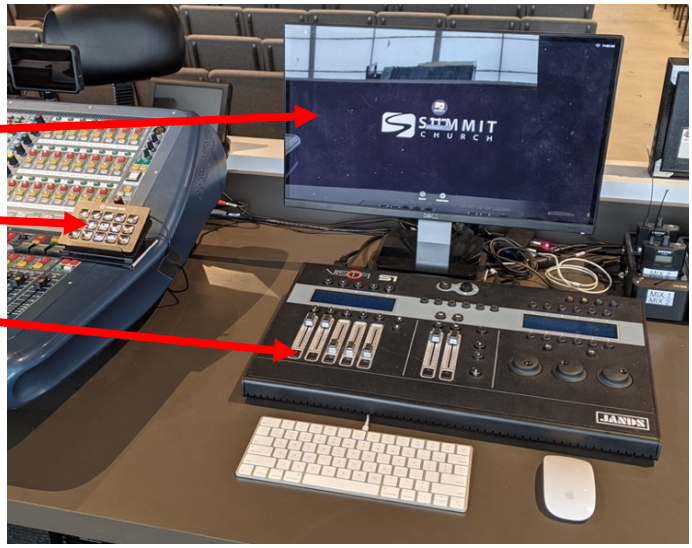
STEP 2: TURN ON THE AV BOOTH & STAGE POWER

The Worship Center audio-visual system is powered by a LynTec Automated Relay which turns on all of the equipment in a sequential order. The startup and shutdown sequences are further automated with an Elgato Stream Deck which is mounted to the Midas Pro2 mixing console.

Lighting Mac mini

Elgato Stream Deck

Jands Vista S1 Lighting Console



Before we initiate the startup sequence **power on the Jands Vista S1 Lighting Console** by toggling the power switch located on the back left corner of the console (pictured below). The console will power on and await control from our stage lighting software, Jands Vista.[1]

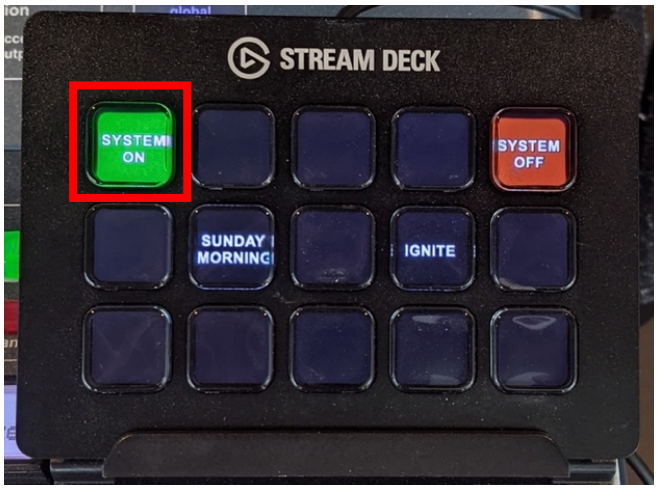
Jands Vista S1 console power on/off switch

[1] Troubleshooting Guide: Jands Vista: Searching For Vista 2 Error (p. 41)

After powering on the Lighting Console **log in[2] to the Lighting Mac mini computer** (located to the right of the Midas Pro2 mixing console).

> AV Director's Note: The buttons on the Stream Deck (pictured below) cannot be pressed until you log in to the Lighting Mac mini computer.

Next, **press the green "System On" button** on the Stream Deck (located in the top left corner) to initiate the startup sequence.[3]



In addition to powering on the AV Booth & Stage, the following processes will also occur during the "System On" automation sequence:

- All five projectors will power on.
- Spotify will open on the Lighting Mac mini computer (if it is not open already).
- Jands Vista, our stage lighting software, will open and load our default show file.[4]

> AV Director's Note: When Jands Vista takes control of the house lighting system, the house lights will turn off indicating a successful transition of control—this is normal. Jands Vista will then be ready to execute lighting cues from the Stream Deck or manually through the application itself.

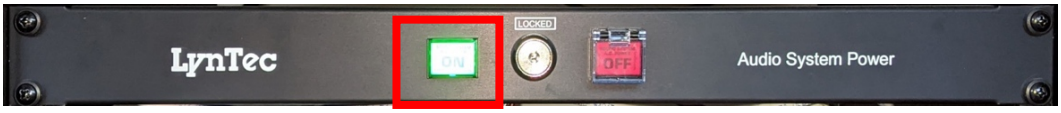
[2] The default username and password on all computers in the Worship Center is *Summit AVL* and *summitlife*.
[3] Troubleshooting Guide: Stream Deck: Buttons Don't Work When Pressed (p. 40)
[4] Troubleshooting Guide: Jands Vista: Missing License Dongle Warning (p. 42)

The assignable buttons on the Stream Deck are used to execute lighting cues and camera presets during ministry gatherings. To access the aforementioned cues and presets, press one of the ministry-specific buttons located on the home page of the Stream Deck—Sunday Morning, Ignite, etc.

This is an example of what the lighting cues and camera presets look like on the Stream Deck.

AV Director's Note: Each button is assigned a specific lighting cue and camera preset, e.g. Pressing the "Sermon" button will set execute the 'Sermon' lighting cue and set the ATEM Switcher to 'Camera 1' simultaneously.

If the Stream Deck automation sequence does not work, you can manually power on the AV Booth & Stage power by pressing the green "On" button located on the LynTec Automated Relay, which is itself located at the top of the rack unit directly below the audio mixing console. The "On" button will flash during the startup sequence, and it will turn solid green once the startup sequence has completed.



The LynTec Automated Relay only controls AV Booth & Stage power. To manually power on the Video System, please reference "Step 3" below.

STARTUP GUIDE

STEP 3: TURN ON THE VIDEO SYSTEM

Video System Overview

The Worship Center is equipped with five projectors and two TV displays. The front of the room utilizes two side projection screens and a dual-projector center widescreen to display the ProPresenter Program Outputs. Above the AV Booth are a rear projection screen and a TV display used to display the ProPresenter Stage Display Outputs. Finally a TV display on the center column behind the AV Booth is used to display the ATEM Switcher Output to those seated behind the AV Booth with an obstructed view.

All five projectors are powered on during the Stream Deck "System On" automation. If the Stream Deck automation does not work, use the black Epson remote to power on the projectors in the front of the room, and the white Epson remote to power on the rear projector above the AV Booth.

Both TV displays in the back of the room are not controlled by the Stream Deck "System On" automation and must be powered on manually. **Use the black LG remote to power on the TV display above the AV Booth, and the Black Vizio remote to power on the TV display behind the AV Booth.**

Setting up ProPresenter

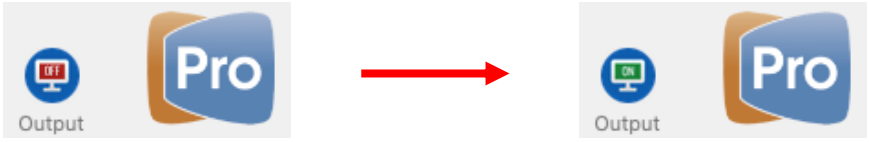
Once the Video System is powered on, **log in[5] to the two ProPresenter Mac Studio computers** (located on the far-left side of the AV Booth) and **open ProPresenter.**

[5] The default username and password on all computers in the Worship Center is *Summit AVL* and *summitlife*.

AV Director's Note: The Program Output from the left computer is shown on the center widescreen display, and the Program Output from the right computer is shown on the two side screen displays. A Secondary Output from the right computer is used to display the ProPresenter Stage Display on the rear projection screen and TV display above the AV Booth. During a typical ministry gathering the two ProPresenter computers are synced[6] with one another—the right computer controlling the left computer.

Once ProPresenter is open on both computers, verify that all of the outputs are displaying correctly[7] on each projection screen[8] (including the Stage Display output on the rear projection screen). You can test all of the outputs and the syncing between the two computers by selecting any slide in ProPresenter on the right computer.

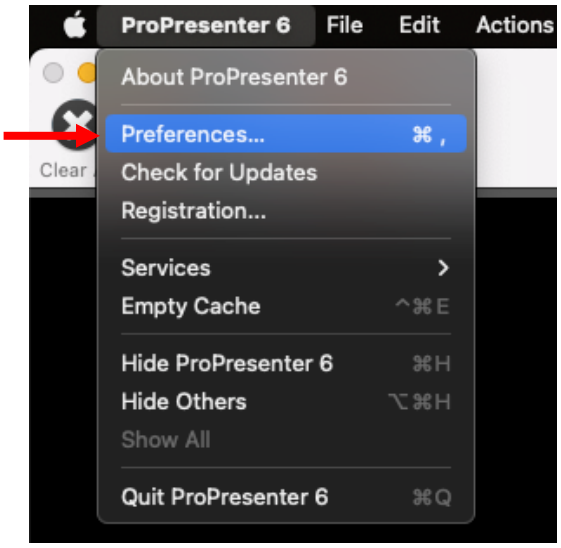
If the Program Outputs are not displaying on the projection screens in the front of the room, make sure the Output is enabled within ProPresenter. You can turn the ProPresenter Program Output on or off by pressing the "Output" button in the top right corner of the ProPresenter top toolbar (pictured below).

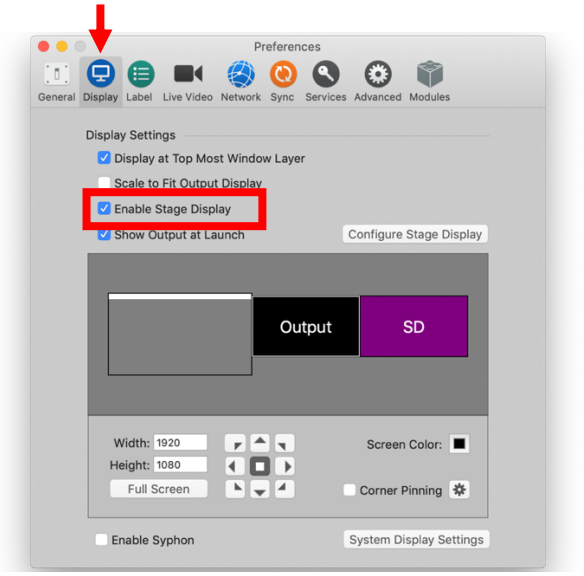


Output is Off (red) *Output is On (green)*

[6] Troubleshooting Guide: ProPresenter: Computers Are Not Syncing (p. 43)
[7] Troubleshooting Guide: ProPresenter: Outputs Are On The Wrong Displays (p. 44)
[8] Troubleshooting Guide: Projectors: No Signal Over HDBaseT (pp. 45-46)

If the Stage Display Output is not displaying on the rear projection screen, navigate to the "Display" tab within the ProPresenter Preferences window and tick the "Enable Stage Display" checkbox.

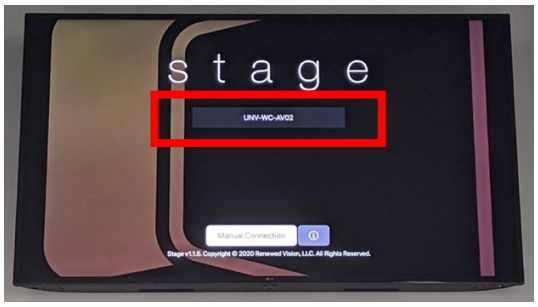




We also utilize an Apple TV in tandem with the rear projection screen to show an additional Next slide and Service Timer on a TV display above the AV Booth. Use the Apple TV remote to open and configure the ProPresenter Stage app (pictured below) and select "UNV-WC-AV02" as the source computer. If the app prompts you for a password, there is none. Scroll down to the bottom of the screen and click "Done" to finish setting it up.

Apple TV Remote

Stage Display Apple TV app icon



UNV-WC-AV02 source

STARTUP GUIDE

STEP 4: TURN ON & SET UP THE CAMCORDERS

Video Routing Overview

Our livestream environment is 100% automated. We broadcast directly to YouTube using a Blackmagic Design Web Presenter HD and record separate Program and ISO backups on Blackmagic Design HyperDeck Mini recorders. All of the streaming and recording devices are started and stopped automatically using scheduled automation scripts triggered from a Mac mini computer in the AV Booth.

Before any of the video sources reach the projection screens or TV displays, they are first routed through a Roland XS-42H Video Matrix. The Video Matrix has three active inputs and two outputs—Input 1: ProPresenter Program, Input 2: ProPresenter Stage Display, and Input 3: ATEM Switcher; Output 1: Two side projection screens in the front of the room, and Output 2: Rear projection screen in the back of the room.

Setting up the Camera Equipment

We have three cameras in the Worship Center: Two Sony camcorders on tripods located in front of the AV Booth for wide and tight shots, and a wall-mounted JVC PTZ camera above the AV Booth which can be controlled remotely using the PTZ Controller. Under normal circumstances the PTZ camera is only used for baptisms on Sunday mornings and by Ignite on Tuesday evenings.

Power on the Sony camcorders by toggling the power switch (pictured below) and **remove the lens caps.** Once the camcorders are powered on, **verify zoom and focus levels and adjust them as needed** by twisting the zoom and focus rings on each lens.

Camera 1 (pictured above) is used for our tight shot and should be centered on the pulpit with a zoom level of 35 and a focus level of 43ft. The lens equipped on this camera will keep the previously used zoom and focus levels when the camera last was powered off. You should not need to adjust Camera 1.

Focus Ring Zoom Ring

Zoom Level Focus Level

Camera 2 (pictured above) is used for our wide shot and should also be centered on the pulpit with a zoom level of 35 as well. The lens equipped on this camera will **not** keep the previously used zoom and focus levels when the camera was last powered off, so you will need to adjust both of them on Camera 2.

Focus Ring Zoom Ring

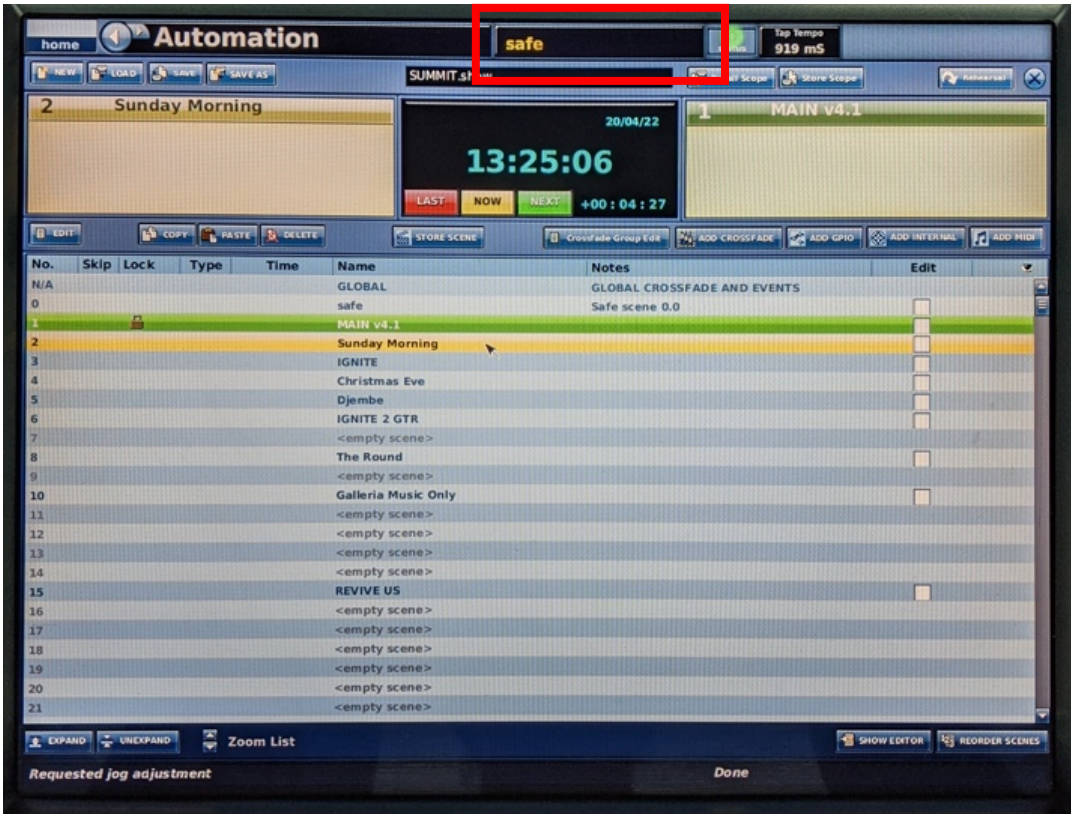
Zoom Level

AV Director's Note: The focus on Camera 2's lens is very sensitive at this distance. When adjusting the focus, utilize the red peaking lines (the areas on the preview display highlighted in red) to help dial in the focus. If you have difficulty with the red peaking lines, you can press the circular "Fn 4 / Focus Mag" button on the front of the camera grip to magnify the preview display.

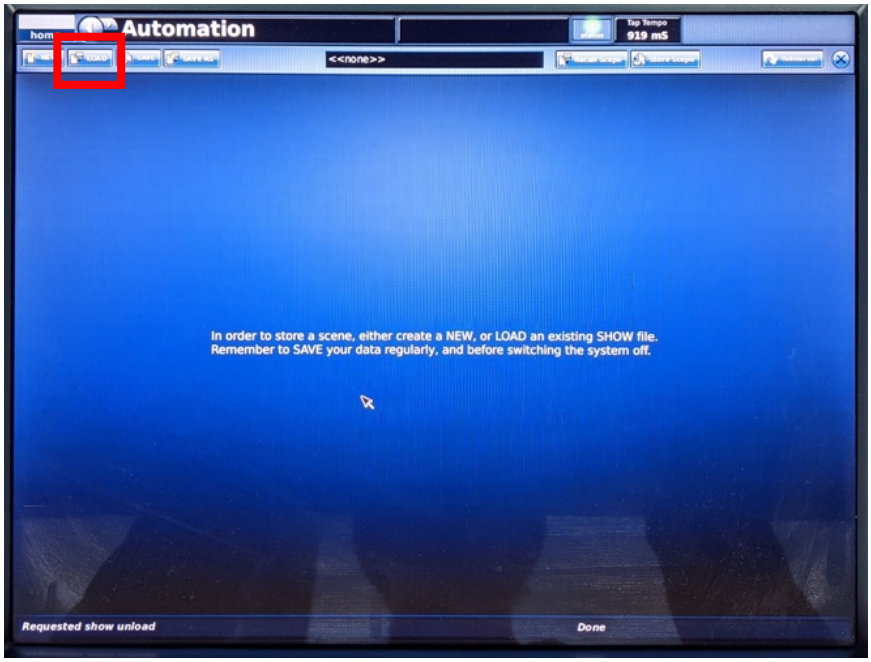
STARTUP GUIDE

STEP 5: CONFIGURE THE MIXING CONSOLE

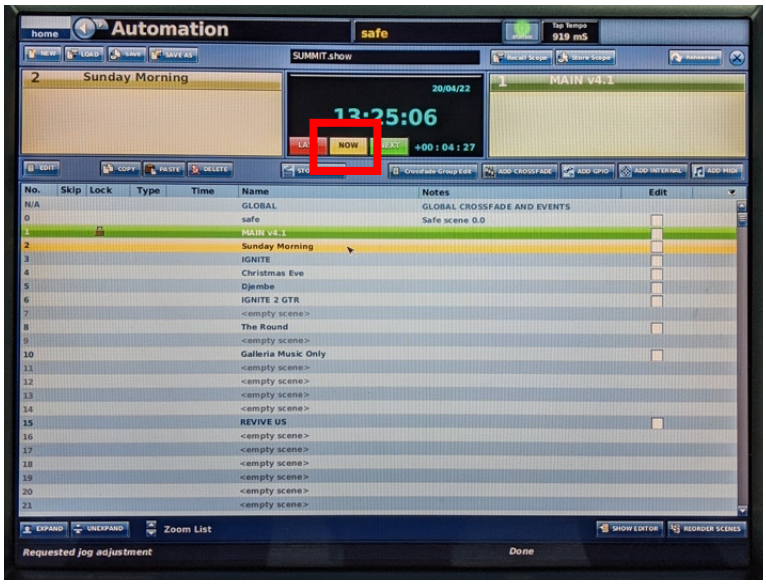
The Worship Center is equipped with a Midas Pro2 mixing console. Depending on how the mixing console was previously shutdown, our show file may or may not be recalled by default when it is powered on. When the show file is loaded you will see a scene name displayed in yellow at the top of the screen (pictured below). If this area is blank, you will need to **load the SUMMIT.show file.**



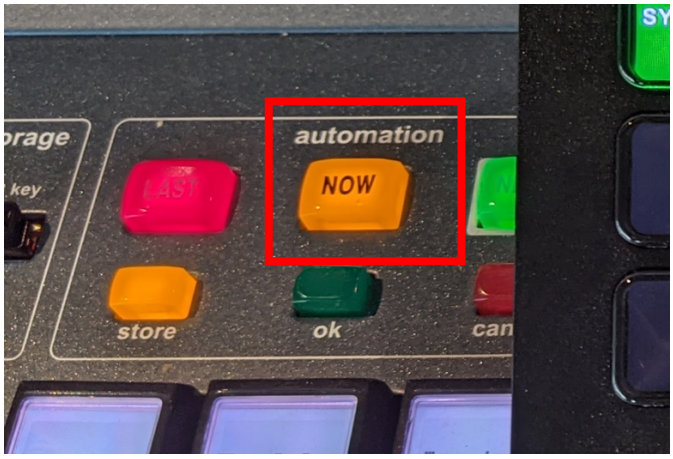
To load the SUMMIT.show file press the "Automation / Filing" button above the track ball (The two buttons above the track ball are the left-click & right-click buttons). On the Automation page, click the “Load” button in the top left corner and select the SUMMIT.show file. Once selected, press “OK” to load it.



Once the show file has been loaded, select a mixing scene and recall it by clicking the yellow "Now" button underneath the clock. You can also press the physical "Now" button in the “Automation” section to the left of the Stream Deck.



AV Director's Note: You can also press the physical "Now" button in the "Automation" section to the left of the Stream Deck.



After the show file has been loaded and a mixing scene recalled, the mixing console will be ready for use. Double tap the "Home" button underneath the display to navigate to the Console Overview screen and/or channel strips.

MICROPHONE SYSTEM

STAGE LAYOUT

The Worship Center can support up to five vocalists on stage at a single time. Please reference the picture below for the default microphone positions.

> AV Director's Note: We typically have no more than four vocalists on stage each week which is why the fifth vocalist is positioned out of order in front of the drums. The Vox 1 and Vox 2 microphones will always be in the positions pictured below, and the Vox 3 microphone will always be associated with a vocalist at the Keyboard position.

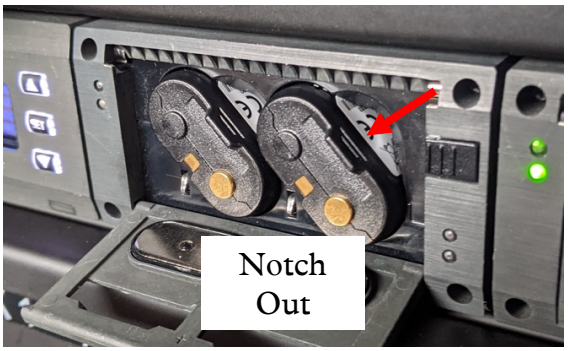
MICROPHONE SYSTEM

WIRELESS MICROPHONES

The Worship Center is equipped with a Shure QLX-D Digital Wireless System. We currently have ten wireless microphones available to use—Five handhelds with BETA 87A capsules for vocalists (Vox 1-5), three handhelds with SM58 capsules for hosting (Host 1-3), and two belt packs for headset microphones (Head 1-2).

All of the microphones and accessories are housed in storage drawers in the audio equipment rack located underneath the Lighting Mac mini.

Each wireless microphone and belt pack utilizes a Shure SB900B rechargeable battery (pictured below). They are located inside the charging bays atop the aforementioned audio equipment rack. Please note the notch on the side of the battery and reference the pictures below on how to properly orient the batteries inside the wireless microphones, belt packs, and charging bays.



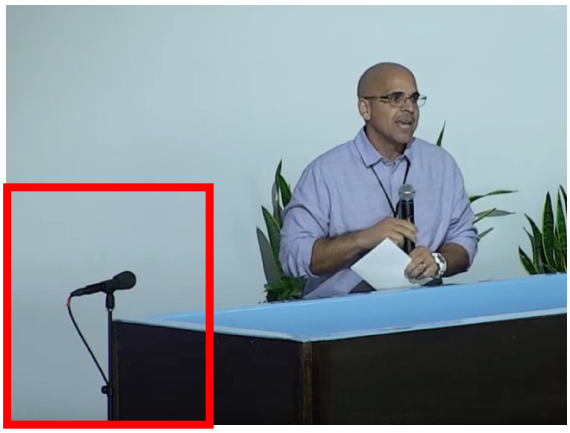
MICROPHONE SYSTEM

WIRED MICROPHONE FOR BAPTISMS

When baptisms are held during Sunday Morning gatherings, we position a Sennheiser MKH 50 condenser microphone in front of the baptismal. This microphone (labeled "S.Gun" on the Midas Pro2 mixing console) allows us to capture additional audio from the pastor and the individuals being baptized.

The microphone is located inside the microphone storage drawer next to the Head 1-2 belt packs, and a small boom stand is located backstage with the Sennheiser microphone clip.

Position the microphone in front of the baptismal and use a 15-20' XLR cable to plug it into Input 32 (located inside the front right floor pocket on stage). Gaff the cable as needed.



IN-EAR MONITOR SYSTEM

LIVEMIX (WIRED)

The Worship Center is equipped with a wired and wireless in-ear monitoring systems. All of the musicians along the back of the stage (Drums, Bass, Electric Guitar, Keys, etc.) utilize the LiveMix wired IEM System. A CS-SOLO Personal Mixer (pictured below) is located at each of the aforementioned positions on stage.

Each LiveMix unit is connected to a MIX-32 Central Mixer located in the audio equipment rack backstage and receives 24 channels of audio from the Midas Pro2 mixing console.

> AV Director's Note: The LiveMix wired IEM System is isolated from the Shure wireless IEM System. We can support up to ten musicians and vocalists on stage with independent in-ear mixes.

IN-EAR MONITOR SYSTEM

SHURE PSM300 (WIRELESS)

The Worship Center is equipped with a wired and wireless in-ear monitoring systems. All of the musicians along the front of the stage (Worship Leaders, Vocals, etc.) utilize the Shure wireless IEM System. The P3RA wireless belt packs (pictured below) are located in charging bays next to the Lighting Mac mini computer.

The IEM 1 & IEM 2 belt packs are typically assigned to Vox 1 & Vox 2 respectively.

Each P3RA belt pack is connected to a Behringer X32 Rack unit located in the equipment rack backstage and receives 24 channels of audio from the Midas Pro2 mixing console.

> AV Director's Note: The Shure wireless IEM System is isolated from the LiveMix wired IEM System. We can support up to ten musicians and vocalists on stage with independent in-ear mixes.

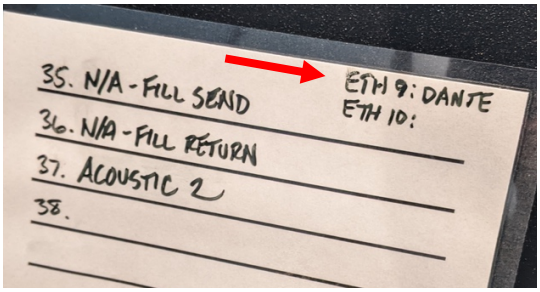
GUITAR AUDIO ROUTING

ELECTRIC GUITARS

The Midas Pro2 mixing console is currently configured to support four electric guitar input channels (two stereo pairs). Electric Guitar 1 L/R is permanently routed to Inputs 40 & 41 at the Vox 1 position. Electric Guitar 2 L/R utilizes a Dante-enabled XLR transmitter & receiver and can be plugged into any Dante-enabled network port on stage.

Audio from the Electric Guitar 2 pedalboard is automatically routed and transmitted over Dante to a pair of amps in isolation cabinets located backstage. We currently use a VOX AC30 and a Supro 1648RT in a stereo pair.

AV Director's Note: The lid of each floor pocket on stage is labeled indicating which network port is designated for LiveMix or Dante.



GUITAR AUDIO ROUTING

ACOUSTIC GUITARS

The Midas Pro2 mixing console is currently configured to support two acoustic guitar input channels. Acoustic Guitar 1 (AG 1) is permanently routed to Input 39 at the Vox 1 position. Acoustic Guitar (AG 2) can be plugged into either Input 18 (located inside the back middle floor pocket) or Input 37 at the Vox 2 position.

> AV Director's Note: An XLR splitter was added to the signal chain going into the stage box backstage which allows either Input 18 or Input 37 to be utilized without the need to manually patch the Acoustic Guitar 2 input channel each time it's moved. Inputs 18 & 37 cannot be used at the same time.

KEYBOARD AUDIO ROUTING

NORD STAGE 2 & MICROCOSM FX PEDAL

The Worship Center is equipped with a Nord Stage 2 EX keyboard. The Midas Pro2 mixing console is currently configured to support four keyboard input channels (two stereo pairs)—Keys L/R & Pads L/R. Affixed to the Nord is a Hologram Electronics Microcosm FX pedal. The Microcosm receives audio from the Nord's Synth engine and sends it to the Pads L/R input channels.

AV Director's Note: The Piano engine is routed to outputs 1 & 2 on the Nord, and the Synth engine is routed to outputs 3 & 4. This allows us to separate the clean piano sound from the synth sound, give us more control over the EQ and mix, and utilize the Microcosm FX pedal.

By default, the Nord should be set to Program Bank D:01:1 and used in combination with the Microcosm FX pedal. If a keyboardist does not want to utilize the Microcosm FX pedal, set the Nord to Program Bank C:01:1 (Pam Pad) and bypass the Microcosm FX pedal by pressing the middle switch. The four LEDs above the switch will glow dim when bypassed.

WORSHIP CENTER OVERFLOW ROUTING

AUDIO & VIDEO IN THE MULTIPURPOSE ROOM

Audio & Video Routing Overview

The Multipurpose Room can receive audio and video from the Worship Center over the ethernet network utilizing the NDI and Dante protocols. A BirdDog Mini (below left) and video switcher (below right) are located atop the audio-visual equipment rack in the Multipurpose Room AV Booth.

The video switcher has two inputs and a single output which routes to the two TV displays in the front of the room. Input 1 is the ProPresenter Program Output from the iMac computer in the Multipurpose Room, and Input 2 is the BirdDog Mini which receives the camera feed from the Worship Center.

Audio from the Worship Center is received by a Dante-enabled XLR receiver which is connected to Inputs 31 & 32 on the Midas M32 mixing console in the Multipurpose Room.

Setting up the room for overflow use

1. **Press Input 2 on the video switcher.**
2. **Unmute Inputs 31 & 32 on the Midas M32 mixing console.**

SHUTDOWN QUICK REFERENCE GUIDE

1. Turn Off the Mixing Console
    a. Safely shutdown the Midas Pro2 mixing console
        i. Home > Preferences > Shutdown System

2. Turn Off the Camcorders
    a. Power off the Sony camcorders
    b. Replace the lens caps

3. Turn Off the Video System
    a. Quit ProPresenter
    b. Lock the ProPresenter Mac Studio computers
    c. Use the black LG remote to power off the TV display above the AV Booth, and the Black Vizio remote to power off the TV display behind the AV Booth.

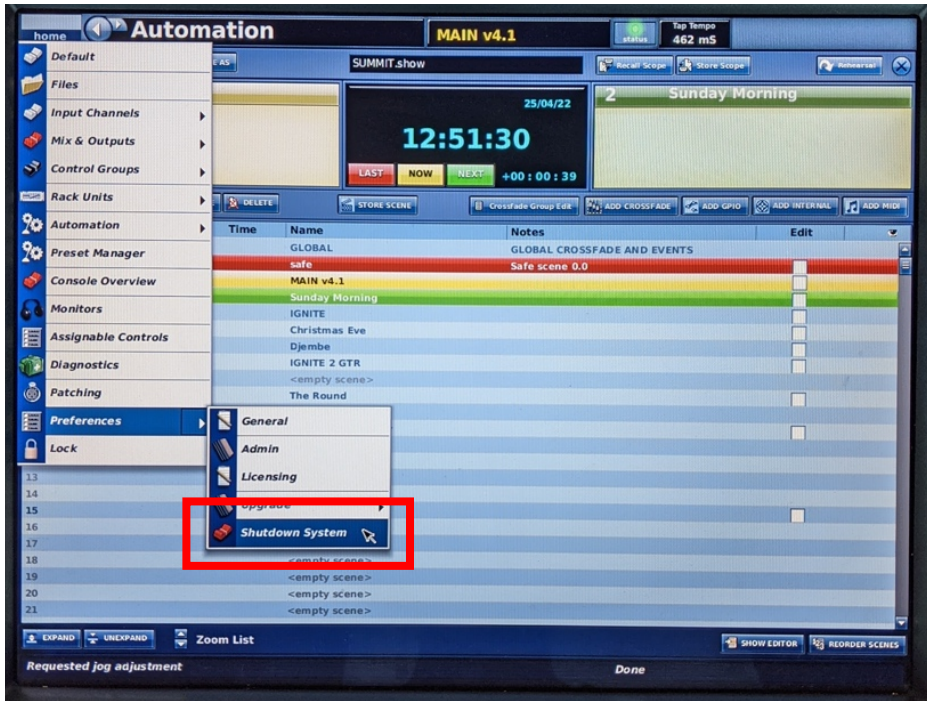
4. Turn Off the AV Booth & Stage Power
    a. Press the “Shutdown” button on the Stream Deck.
    b. Quit Jands Vista
    c. Power off the Jands Vista S1 Lighting Console
    d. Press the red “System Off” button on the Stream Deck

5. Turn Off the House Lights
    a. Press “Off” to turn off all of the house lights

SHUTDOWN GUIDE

STEP 1: SAFELY TURN OFF THE MIXING CONSOLE

Safely shutdown the Midas Pro2 mixing console by initiating the system shutdown. First, click the "Home" button in the top left corner of the screen, then hover the mouse cursor over the arrow on the right side of the "Preferences" section at the bottom of the drop-down menu. When the submenu appears, select "Shutdown System". A dialog box will pop up asking if you wish to "Shutdown ENTIRE System?". Click "OK" to shutdown the mixing console.



During the shutdown sequence, the LED buttons on the mixing console will glow red with a “Please Wait!” warning.

When it’s safe to power off the mixing console, the LED buttons will glow green indicating it’s “Ready to switch off”.

AV Director’s Note: Do not power off the mixing console until the LED buttons glow green. Prematurely powering off the mixing console in the middle of the shutdown sequence could damage the console.

SHUTDOWN GUIDE

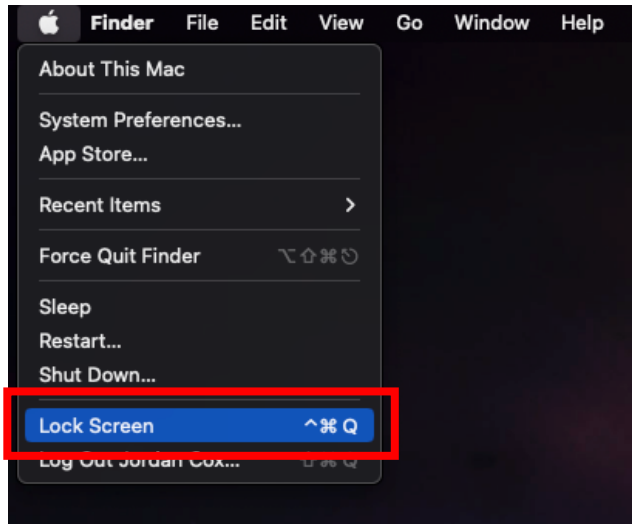
STEP 2: TURN OFF THE CAMCORDERS

Power off the Sony camcorders by toggling the power switch (pictured below) and replace the lens caps.

SHUTDOWN GUIDE

STEP 3: TURN OFF THE VIDEO SYSTEM

Quit ProPresenter and lock the ProPresenter Mac Studio computers. After ProPresenter has been closed, click the Apple logo in the top left corner of the screen, then select "Lock Screen" in the drop-down menu.



Once ProPresenter is closed and both computers are locked, **use the black LG remote to power off the TV display above the AV Booth, and the Black Vizio remote to power off the TV display behind the AV Booth.**

> AV Director's Note: All five projectors will be powered off during the Stream Deck "System Off" automation. If the Stream Deck automation does not work, use the black Epson remote to power off the projectors in the front of the room, and the white Epson remote to power off the rear projector above the AV Booth.

SHUTDOWN GUIDE

STEP 5: TURN OFF AV BOOTH & STAGE POWER

Press the "Shutdown" button on the Stream Deck. This will prepare the room for system shutdown by turning off all stage lighting and set the house lights to 100% brightness.

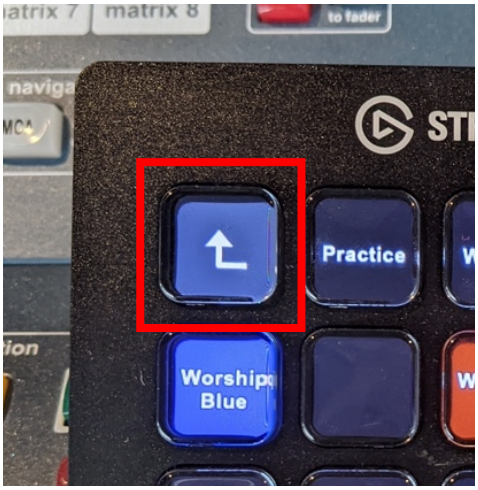
AV Director's Note: The "Shutdown" lighting cue ensures a seamless transition when lighting control is handed back over to the wall panels.

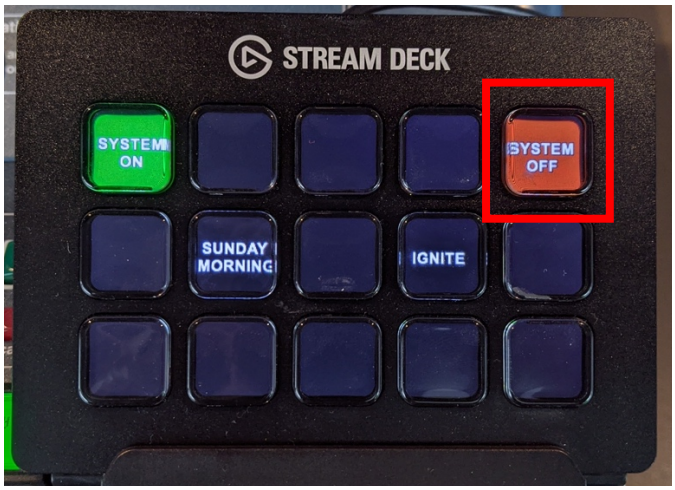
After pressing the "Shutdown" button and verifying that all of the stage lighting has turned off, **quit Jands Vista** on the Lighting Mac mini and discard any changes. Next, **power off the Jands Vista S1 Lighting Console** by toggling the power switch located on the back left corner of the console (pictured below). The console will power off and lighting control will be handed back over to the wall panels.

Jands Vista S1 console power on/off switch

AV Director's Note: If the audio-visual system was powered on correctly, the wall panels will revert back to "Preset 1", setting all of the house lights to 100% brightness.

Finally, press the up-arrow button on the Stream Deck (located in the top left corner) to navigate back to the home page, then **press the red "System Off" button** (located in the top right corner) to initiate the shutdown sequence.





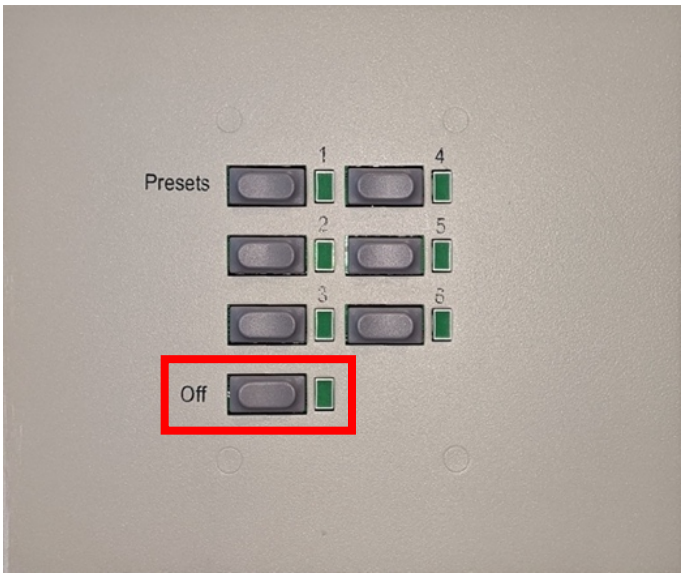
In addition to powering off the AV Booth & Stage, all five projectors will power off as well.

> AV Director's Note: If the Stream Deck automation sequence does not work, you can manually power off the AV Booth & Stage power by pressing the red "Off" button located on the LynTec Automated Relay, which is itself located at the top of the rack unit directly below the audio mixing console.

SHUTDOWN GUIDE

STEP 6: TURN OFF THE HOUSE LIGHTS

When you leave after a ministry gathering, **press "Off" to turn off all of the house lights.**



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TROUBLESHOOTING STREAM DECK

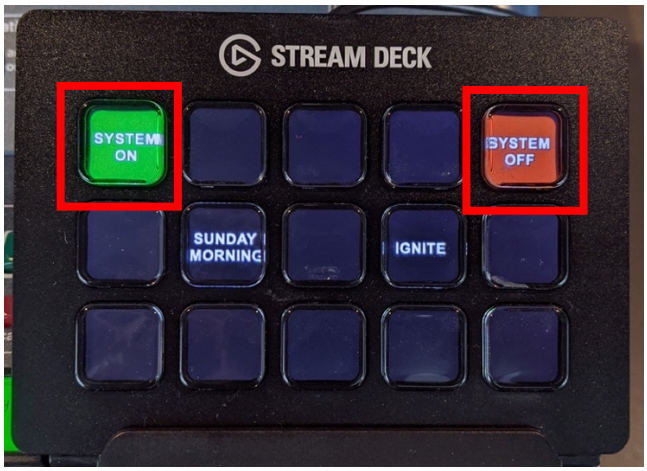
BUTTONS DON'T WORK WHEN PRESSED

Evaluation Criteria

Nothing happens when you press the green "System On" button or the red "System Off" button on the Stream Deck, or the Stream Deck automation doesn't turn all of the devices on or off.

Initial Actions

1. Press the green "System On" button or the red "System Off" button multiple times. Sometimes multiple presses are needed if the initial button press does not work.



Follow-up Actions

1. Manually power on/off the audio-visual system using the remote controls and the LynTec Automated Relay (see pages 9 and 37).
2. Reboot the Lighting Mac mini computer.

TROUBLESHOOTING JANDS VISTA

SEARCHING FOR VISTA 2 ERROR

Evaluation Criteria

The Jands Vista S1 Lighting Console displays a "Searching for Vista 2" message on screen even after Jands Vista has opened and the "Summit MAIN SHOW FILE" file has loaded.

Initial Actions

1. Quit Jands Vista (discarding any changes)
2. Open Jands Vista, then load the "Summit MAIN SHOW FILE" file.

Follow-up Actions

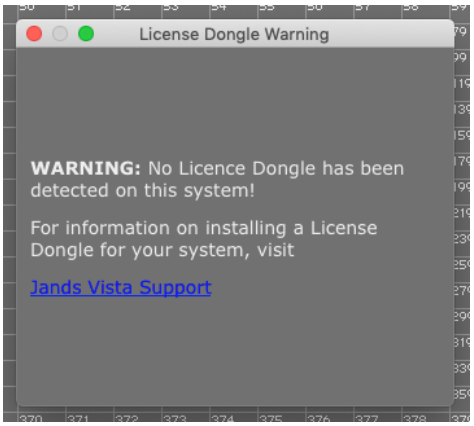
N/A

TROUBLESHOOTING JANDS VISTA

MISSING LICENSE DONGLE WARNING

Evaluation Criteria

Jands Vista displays a License Dongle Warning error window (pictured below).



Initial Actions

1. Wait. This issue will typically resolve itself and will go away once the License Dongle is detected by the computer.

Follow-up Actions

1. Reboot the Lighting Mac mini computer.

TROUBLESHOOTING PROPRESENTER

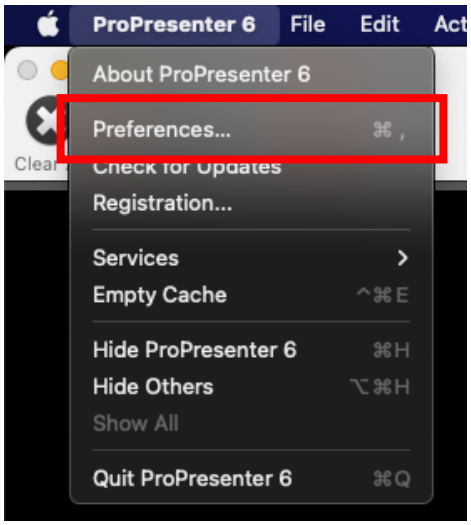
COMPUTERS ARE NOT SYNCING

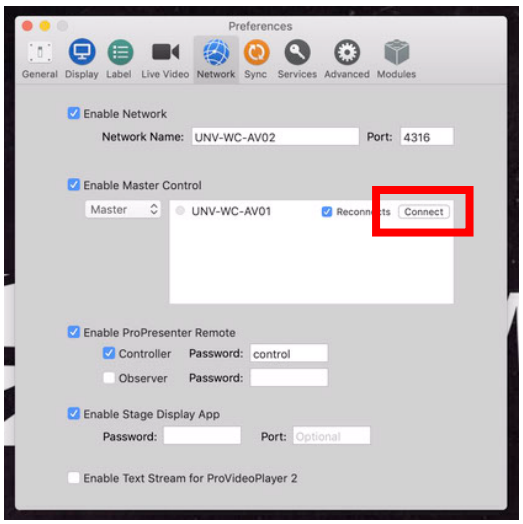
Evaluation Criteria

ProPresenter is not syncing between the two Mac Studio computers.

Initial Actions

1. Verify that the ProPresenter Mac Studio computers are powered on, logged in, and ProPresenter is open on both computers.
2. On the right ProPresenter Mac Studio computer, navigate to the ProPresenter Preferences, then select the Network tab. Verify that Master Control is enabled, then click the "Connect" button next to the UNV-WC-AV01 computer (pictured below).





Follow-up Actions

N/A

TROUBLESHOOTING PROPRESENTER

OUTPUTS ARE ON THE WRONG DISPLAYS

Evaluation Criteria

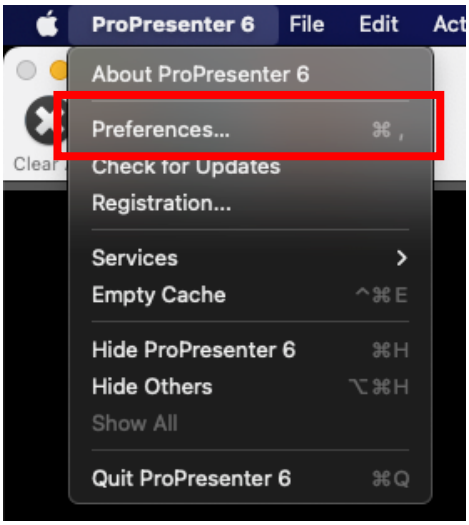
The ProPresenter Program and Stage Display outputs are not displaying on the correct screens, e.g. The Program Output is on the rear projection screen and the Stage Display Output is on the front projection screens.

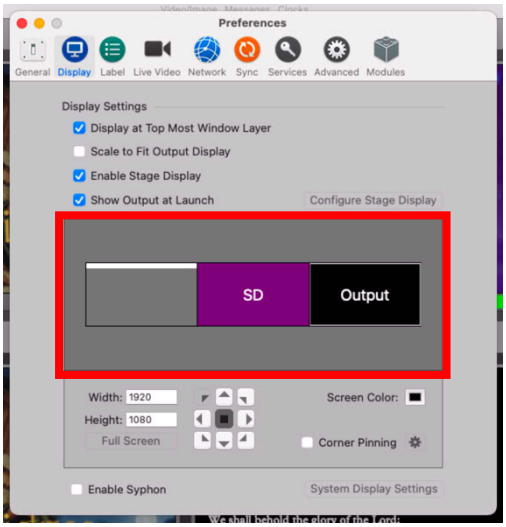
Initial Actions

1. Reboot the ProPresenter Mac Studio computers.

Follow-up Actions

1. On the right ProPresenter Mac Studio computer, navigate to the ProPresenter Preferences, then select the Display tab. Verify that the outputs are configured as pictured below—Primary Display, SD, Output. Drag & drop to rearrange as needed.





TROUBLESHOOTING PROJECTORS

NO SIGNAL OVER HDBASET (SIDE SCREENS)

Evaluation Criteria

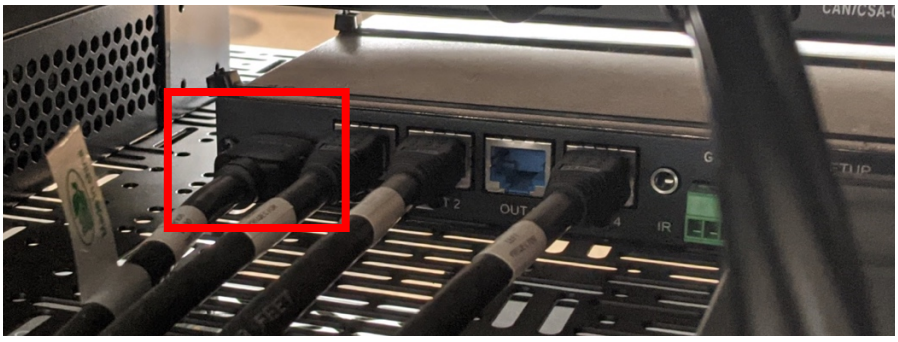
The side projection screens in the front of the room are not receiving a video signal, indicated by a blue screen and/or "No Signal" message.

Initial Actions

1. Verify that the ProPresenter Mac Studio computers are powered on.

Follow-up Actions

1. Reseat the HDMI cable plugged into the Input port on the Kramer VM-4HDT HDBaseT transmitter (pictured below). Slightly twist the equipment rack to access the cabling, unplug the HDMI cable, and plug it back in to the transmitter.



2. Contact the AV Director for additional troubleshooting steps.

TROUBLESHOOTING PROJECTORS

NO SIGNAL OVER HDBASET (CENTER SCREEN)

Evaluation Criteria

The center projection screen in the front of the room is not receiving a video signal, indicated by a blue screen and/or "No Signal" message.

Initial Actions

1. Verify that the ProPresenter Mac Studio computers are powered on.

Follow-up Actions

1. Reboot the left ProPresenter Mac Studio computer.

   AV Director's Note: If ProPresenter has issues displaying the output correctly after a reboot, simply close ProPresenter and reopen it to resolve any display issues.

2. Contact the AV Director for additional troubleshooting steps.

TROUBLESHOOTING LIVEMIX

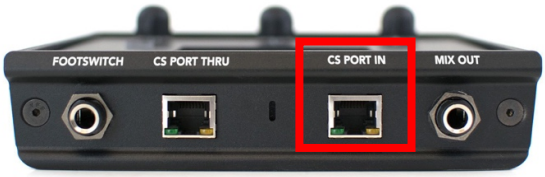
NO POWER

Evaluation Criteria

The LiveMix CS-SOLO or CS-DUO unit is not powering on.

Initial Actions

1. Verify that the Ethernet cable is plugged into the “CS Port In” port on the back of the LiveMix unit (pictured below), not the “CS Port Thru” port.



Follow-up Actions

N/A

TROUBLESHOOTING LIVEMIX

NO AUDIO

Evaluation Criteria

The LiveMix CS-SOLO or CS-DUO unit is not outputting any audio.

Initial Actions

1. Verify that the user's in-ear monitors are plugged into the 3.5mm "Headphones" port on the front of the LiveMix unit or the ¼" "Mix Out" port on the back of the LiveMix unit.

Follow-up Actions

1. Verify that the LiveMix Mix-32 Rack Distributor is receiving data (pictured below). The "LiveMix Data" LED will glow red when it's not receiving data, and green when it is receiving data. Resolve this issue by power cycling the unit.

TROUBLESHOOTING X32 RACK (WIRELESS IEM'S)

CONFIGURATION & MOBILE DEVICE SETUP

Evaluation Criteria

The user is unable to connect to the X32 Rack or adjust their personal monitoring mix.

Initial Actions

1. Verify that the user's iOS or Android device is connected to the "Summit Media" Wi-Fi network[9], and they are using any of the following apps installed on their mobile device: MXBus (iOS) [preferred], MX-Q (iOS), Mixing Station (iOS & Android), or M32-Q (Android). If the app does not auto-detect the X32 Rack, manually set the IP address to: 10.1.90.250.

Follow-up Actions

1. Verify that the user is adjusting the correct MixBus stereo pair within the app. The wireless belt packs are labeled accordingly with their associated MixBus, e.g., MixBus 1/2, MixBus 3/4, etc.

[9] The password for the Summit Media Wi-Fi network is *SummitMedia4316*.

TROUBLESHOOTING ELECTRIC GUITAR 2

NO AUDIO OVER DANTE

Evaluation Criteria

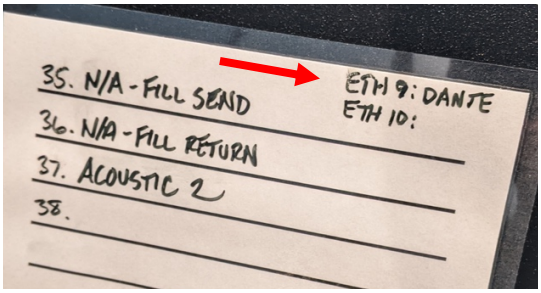
The amps are not receiving audio from Electric Guitar 2.

Initial Actions

1. Verify that the amps are powered on. Amp Startup/Shutdown guides are located on the door of each amp cabinet on stage.

Follow-up Actions

1. Verify that the Dante AVIO 2CH Analog Input Adapter is plugged into an active Dante port. The lid of each floor pocket on stage is labeled indicating which network port is designated for Dante.



2. Contact the AV Director for additional troubleshooting steps.

TROUBLESHOOTING MULTITRACKS

AUDIO INTERFACE CONFIGURATION

Evaluation Criteria

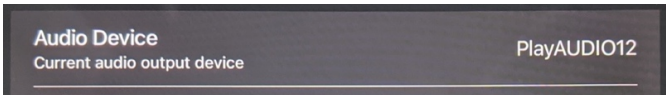
The iConnectivity PlayAUDIO12 audio interface is not outputting any audio on the Click or Track L/R input channels.

Initial Actions

1. Verify that the iConnectivity PlayAUDIO12 interface is set to "Scene A" (green LED), and the other LEDs are identical to the photo below. The interface has capacitive touch controls, so you can toggle between scenes and input by tapping the LEDs themselves.

Follow-up Actions

1. Verify that the MultiTracks Playback app is configured to use the iConnectivity PlayAUDIO12 interface. Open the Playback app, tap the settings menu icon (top right corner) and select "Settings." Under the General tab, make sure the current audio output device is the PlayAUDIO12 interface.



TROUBLESHOOTING GALLERIA SPEAKERS

NO AUDIO

Evaluation Criteria

The Galleria speakers are not outputting any audio.

Initial Actions

1. Verify that the "Lobby" output (Matrix 7) on the Midas Pro2 mixing contole is unmuted, and the volume knob on the JBL amplifier under the desk is turned clockwise 100%.

Follow-up Actions

1. Power cycle the JBL amplifier

TROUBLESHOOTING GALLERIA TV'S

NO SIGNAL

Evaluation Criteria

The left or right TV has a black/blank screen or is displaying a "No Signal" notification.

Initial Actions

1. Verify that the TVs are set to the correct HDMI input. The left and right TVs should be set to HDMI 1, and the center TV should be set to HDMI 2 (Camera).

Follow-up Actions

1. Reseat the HDMI cable plugged into the Output port on the Kramer TP-580R HDBaseT receiver (pictured below). Reach behind the left side of the center TV, unplug the HDMI cable, and plug it back in to the receiver.

HOW-TO: ORGANIZE AV CABLES

THE DO'S AND DON'TS OF CABLE MANAGEMENT

Cable Color-codes

We organize our AV cables by length using the following color standardization:

- Red – 6 feet or less
- Green – 10-15 feet
- Yellow – 20-25 feet
- Blue – 50 feet
- White – 100 feet or more

> AV Director's Note: The exact length of a cable will vary by a few feet, so the lengths mentioned above are rough averages.

Color-coding allows our team to identify cables quickly and easily by length, and it improves organizational familiarity across all Summit Church locations.

How To Coil A Cable

In order to effectively coil a cable, Summit Church highly encourages its staff and volunteers to use the "over-under" technique. Not only does the over-under technique prevent knots, but it also helps preserve the life of a cable. Coiling cables in straight loops or other unconventional methods introduces unwanted kinks and twists into a cable, substantially degrading its performance and decreasing its lifespan.

David McKenna, the Post-Production Manager at the UCLA School of Film, created a great instructional video on how to properly coil a cable using the over-under method. If you have never used over-under or are unsure of how to coil a cable using this method, I highly recommend watching his short instructional video (link below). He does a fantastic job demonstrating how to coil a cable using the over-under technique and reinforces many of the benefits of why over-under is the preferred cable coiling method at Summit Church.

How To Wrap A Cable
https://www.youtube.com/watch?v=QLtjIj2i8NE

We seek to maintain standards across all Summit Church locations and desire all leaders and volunteers to demonstrate these important skill sets at their respective campuses.

HOW-TO: RECORD SERMON AUDIO

USING THE DENON DN-900R RECORDER

We utilize a Denon DN-900R audio recorder to record sermons during Sunday morning and Tuesday evening (Ignite) gatherings. As is the case with our livestreaming environment, our sermon audio recordings are 100% automated. The DN-900R is scheduled to start recording 3-5 minutes prior to the start of each gathering and it stops recording after an hour and a half.

When the recording is stopped the DN-900R will automatically archive the recording to our FTP server and upload it to OneDrive for editing.

If you need to manually start and stop a recording, simply press the “REC” and “STOP” buttons as needed.

HOW-TO: DISPLAY CONTENT FROM A LAPTOP OR MOBILE DEVICE

USING THE AUXILIARY HDMI & ATEM SWITCHER

In the rare occasion where we need to display content from a laptop or mobile device on the two side screens in the front of the room, we have the ability to easily connect devices to the ATEM Switcher in the AV Booth. Located on the front of the equipment rack between the ATEM Switcher and the Apple TV, we have an easily accessible Auxiliary HDMI input (pictured below).

1. **Connect a laptop or mobile device to the Auxiliary HDMI input** on the front of the equipment rack using an HDMI cable and adapter (if needed).

2. **Press "2" on the ATEM Switcher.**

   AV Director's Note: Input 2 is assigned to the Auxiliary HDMI input. Pressing the Input 2 button will make the Auxiliary HDMI input the Preview Source and turn the Input 2 button green.

3. **Press the "AUTO" button on the ATEM Switcher.**

   AV Director's Note: Pressing the AUTO button will transition the Preview Source to Program, making it the active ('live' or 'on air') output on the ATEM Switcher. When this transition occurs the Input 2 button will turn red.

Before any of the video sources reach the projection screens or TV displays, they are first routed through a Roland XS-42H Video Matrix (pictured below). The Video Matrix has three active inputs and two outputs—Input 1: ProPresenter Program, Input 2: ProPresenter Stage Display, and Input 3: ATEM Switcher; Output 1: Two side projection screens in the front of the room, and Output 2: Rear projection screen in the back of the room.

Once the Auxiliary HDMI input is set as the Program Output on the ATEM Switcher, **press Input "3" on the Video Matrix** to send the ATEM Switcher Program Output to the two side screens in the front of the room.