



## Church Multimedia Trouble Shooting Checklist

### Question/Issue: We don't have any image on the main screen.

1. Have any cables been disconnected?
  - a. Check all connections to confirm solid seating and continuity
2. Are you using a Kramer Switcher/Scaler?
  - a. Be sure that the correct input is selected on the front panel (be sure the Kramer is in XGA output mode)
3. Check Windows "Dual Screen" mode
  - a. Right click on Windows desktop area (not on an icon)
  - b. Left click on "properties"
  - c. Left click on "settings" tab
  - d. If monitor two (2) is greyed out, then select monitor two and check the box marked, "Extend my windows desktop onto this monitor"
  - e. If this does not resolve the situation, see #4
4. Check SundayPlus display mode
  - a. Open SundayPlus
  - b. Hold down, "Control" and hit the number "2" – puts SundayPlus in presentation mode (NOTE: "Control-1" puts SundayPlus in single display mode, "Control-0" puts SundayPlus in editing mode – which will show a small display in the bottom corner)



### Question/Issue: SundayPlus won't open has a "Director Player Error" message OR any other SundayPlus related issue.

#### Director Player Error - Solution

If you are attempting to open SundayPlus...

1. Click on the "Splash Screen" (That's the SundayPlus Logo on a black background)
  2. Hit the "U" key on your keyboard.
- This will open an untitled cue list.

Error occurs while moving objects in SundayPlus...

1. Click anywhere on the SundayPlus control panel.
2. Click "OK" or "Cancel" on the Error Dialog Box

## Call Grass Roots/SundayPlus at

Toll Free: 1-877-274-7277

US Toll & International: (530) 273-9772

FAX: (530) 273-9742



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### Question/Issue: VideoSelect isn't communicating with the projector

1. Have any cables been disconnected?
2. Check the "Port Assignment" in VideoSelect
  - a. Open VideoSelect
  - b. Click on the "ADV" button

- c. *Make sure that the “Left” (and “right” if dual projectors) checkbox is selected*
- d. *Make sure that a COMM PORT assignment is provided in the drop-down box (usually port “1”, “3” or “4” – however, it often is a matter of trial and error to reconfigure the Comm Port settings)*
  - i. *IF they are using a USB-SERIAL adapter, then confirm that the USB-SERIAL driver has been installed off the manufacturers supplied CD*
  - ii. *Have them check to confirm that the COMM port is recognized in the Windows hardware control panel*
- e. *Test the setting by clicking the “on” button (if projector is currently off), or clicking the “blank” button in VideoSelect to determine if you have regained projector control*

**Question/Issue: We are getting a message on screen to “clean the filter”, what do we need to do?**

1. Clean the filter, then use the projector remote control to reset the filter time

**Question/Issue: We’ve installed our system, but we have rolling lines on the screen when we use the DVD/VHS deck.**

1. You need to purchase and install a power conditioner to remove noise from the power supply – grounding issue.
2. OR purchase a Direct Box with a ground lift switch and feed your DVD/VHS audio into the Direct Box and then out to the mixing console
3. Contact Church Multimedia sales rep for purchase.