



TROUBLESHOOTING GUIDE

The front projector and/or back screens are on, but they will not connect to the system.

1. ¹Quit ProPresenter.
2. ³Restart the Mac.
3. Open ProPresenter and proceed.

**During future setup, turn on the front projector and back screens first, then turn on the Mac.*

The computer completely froze.

1. ²Force quit ProPresenter.
2. ³Restart the Mac.
3. Reopen ProPresenter and continue.

The praise team is singing a song that was not scheduled.

If the song is in our Library, but is not correctly formatted:

1. Click the song title in the Library.
2. In the top left header, click Theme < ARC UW 2023.
3. Select the “Songs” theme.

If the song is not in our Library, write the title or the chorus lyrics on a sticky note to add later.

One or more slides have a small error (spelling, line breaks, etc.).

1. Right-click the slide and select “Quick Edit.”
2. Modify the text within the slide as needed.
3. Click the “x” on the top left of the slide when finished.
4. **WORK QUICKLY.** You cannot change the slides for the service’s screens while you are in Edit mode.

There are more than 3 lines on a slide.

1. Right-click the slide in the Show and select “Edit.”
2. Click the beginning of the line where the text needs to split, then press Option + Enter. The new split slides will automatically group.
3. In the header, click “Show” and use the new slides.

The speaker is using Scripture that was not planned.

1. In the header, click “Bible.”
2. Type the book title and chapter number in the “Scripture Lookup” box and hit Enter to pull up the entire chapter.
3. Click through the verse slides as needed.

The Scripture slides are not correctly formatted.

1. In the header, click “Edit.”
2. ⁴Select all slides, then click Theme < ARC UW 2023.
3. Select the “Scripture” theme.
4. In the header, click “Show” and use the new slides.

¹ To close ProPresenter: ProPresenter < Quit ProPresenter Select “OK.”	³ To restart the Mac: Apple < Restart	⁴ To select all slides in a section: Click the first slide in the set. Hold the Shift key. Click the last slide in the set.
² To force quit ProPresenter: Apple < Force Quit < ProPresenter		