

Dashboard Training

Team guide — everything a volunteer or operator needs to run their position on a Sunday. No admin access required.

AUDIENCE

All team members

VERSION

1.1.0 Beta
52

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TIME TO READ

10
minutes

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1 Open the dashboard and pick your position

On any computer, tablet, or phone on the church network, open the dashboard address (it's on the sticker at FOH — usually something like `http://10.0.5.20:4400`).

- 1 The first time a screen is used, it asks **who's running the dashboard** and you pick your position: Service Producer, Audio — FOH, Video/Streaming, Lighting, or Stage Manager.
- 2 That's it. That screen remembers your position from then on — refresh it, reboot the machine, come back next Sunday, and it opens straight to your widgets without asking again.
- 3 Need a different position? Click your **position name in the header** (top left, beside "AV Central") and pick another. It takes one click and it sticks.

i **Changed in Beta 39 — the position picker and the Screens menu are now one control.** There used to be two buttons up there: your position, and a separate **Screens ▼** menu listing the wall and kiosk pages. They are now a single dropdown. Your positions are at the top; below a dividing line, under a **Screens** heading, sit the link-only screens with their web addresses beside them, so you can hand one to a TV. **The Screens group is for administrators only** and is simply not there for anyone else — if you have never seen it, nothing is broken. Positions are always there for everybody: picking one is not a permission.

i Because a screen keeps the last position picked on it, a shared booth machine shows whoever used it last. Glance at the name in the header before you trust the widgets in front of you — if it isn't yours, click it and change it.

i **New in Beta 20, and fixed in Beta 39 — coming in from AV Central.** If you click through to the Service Dashboard from **AV Central** while you are signed in over there, it now puts you on **your own position**, every time. Until Beta 39 it did not: the dashboard opened on whatever position that browser was last left on, so signing in and clicking Service Dashboard could drop you onto somebody else's widgets. It is still only a starting point, not a lock — change position exactly as above if you want a different one, and be aware that coming back in through AV Central will put you back on your own. If instead you get a short message saying it couldn't confirm who you are, or that the sign-in link had already been used or had been sitting too long, nothing is broken — pick your position from the list and carry on.

✓ The top bar is always telling you three things: the current time, a tiny dot showing you're connected to the dashboard server (green = live data), and — **new in Beta 39 — the state of the service, in a word and a colour.** The word is the part to read: **ALERT** (red — something critical is up and nobody has acknowledged it), **WARNING** (amber — something needs looking at), **LIVE** (green — a service is running) or **STANDBY** (grey — no service running). The word is there because green and amber are near-identical to a colourblind operator, so the colour alone was never enough. It shows on every dashboard page and is deliberately absent from the wall screens and kiosk pages, where a pulsing red header helps nobody.

› Search — or just ask

The **Search** box in the top bar (or press `⌘K` / `Ctrl-K`, or just `/`) is the fastest way around. Start typing and it finds pages, any device by name or IP, any pack or the person wearing it, your positions, and Admin settings — hit Enter to jump straight there. It also finds **cues** (by their label, or by the word in the script they're pinned to) and **plan items** — Enter takes you to the Cue Sheet and scrolls that item into view.

It searches old service reports too. Type a phrase you remember somebody writing — an incident description, a clip-marker label, a headcount note — and it finds every archived report it appears in, showing the phrase in its own sentence with the report's date and service time. Enter opens that report. It searches what people *typed*, not plan titles or service names, because every report has the same plan and the same name in it.

It searches the venue drawings too, under a **Drawings** heading — fixtures, racks and devices, by name, label, model, circuit, focus or IP address. Those results need you to be signed in to AV Central; without that the section simply isn't there, which is honest rather than empty. Opening one leaves the dashboard and takes you into AV Drawings.

It also answers questions. Type something like "*which batteries are low?*", "*what's next in the plan?*" or "*what's the IP of the HELO?*" and choose the **Ask** row. It can act, too — "ack all alerts" or "flag Mic 3". (This is the assistant that used to be a dashboard widget; it now works from every page.) Searching for **help** brings up the quick-help card that used to sit behind the "?" button.

Open it and type nothing and it lists the keyboard shortcuts for the page you're on, with their keys — and pressing Enter on one does it, the same as pressing the key. Right now the pages that have shortcuts of their own are the **Cue Sheet** and **Calling Mode** (and its mirror); on every other page the list is just the two that work everywhere, **⌘K** and **/**, which is the honest answer rather than a missing feature. On the Cue Sheet you can also press **?** for the same list.

2 Read your dashboard

Every position sees a different set of widgets. These are the ones you'll meet most:

WIDGET	WHAT IT SHOWS
Standby	Sits at the top of the Audio, Video, Lighting and Stage dashboards and tells you a cue of yours is coming — "Your item starts in ~2 min" before your item, then "You're 3 slides out", "You're next", "Your cue is on this slide" once it's live. Most of the time it says nothing, and that is normal. It only speaks when it can actually prove where the service is; see section 5.
Service Plan	Today's order of service from Planning Center. The item running right now is ringed in green (it was blue until Beta 39); times on the left are projected clock times; +/- numbers show how far ahead or behind each finished item ran. The list follows the service on its own — it keeps the live item at the top. New in Beta 39: the notes Planning Center carries on an item now sit beside it as small coloured pills rather than as a block of text underneath, so far more of the service fits on one screen. See below.
Current Item / Service Timer	What's happening right now, its countdown, and total time remaining in the service. Green is on time, gold is over on the item, red means the whole service is running long.
GFX widgets (1 · 2 · 3)	Each ProPresenter machine's live slide and its full slide list, with the live slide highlighted — side screens, video wall, and the 411 room at a glance.
Message Clocks	The countdown timers running in ProPresenter (message countdown, countdown to next service).
SPL Meter	Live house level in dB (from Smaart), with the full metric set alongside — SPL A/C Slow & Fast, LAeq/LCeq, Peak — and a live RTA showing level across frequency bands in 1/3-octave detail, updating several times a second with a peak-hold cap. If the big number turns red, you're above the house limit. The RTA needs a spectrum measurement running in Smaart; if it isn't, the widget says so.
Wireless — Mics & IEM	Battery and RF for every mic and pack, with who's wearing it. Names come straight from the receivers — whatever the pack is labeled in Wireless Workbench is what you see here. Gold battery = plan a swap; red = swap at the next break. A pack that's powered off (or whose receiver is unreachable) shows OFFLINE rather than a battery reading. If a pack shows a generic name like "Mic 1" or "Wireless 2" instead of a real one, that channel has no name programmed on the receiver (or the receiver isn't answering) — tell TA Staff; there is nothing to fix from here.
Stream Stats	Who's watching right now on YouTube, Facebook, and Church Online.
Broadcast Gear	HELO stream/record state, HyperDeck transport + timecode, Ross switcher link, OBS, dLive links.
Lighting Cues	The active cue on the Ion and the pending cue about to fire.
Team Today	Everyone who accepted their Planning Center request for today, with photos.
Chat	Read-only view of the public chat, the host chat, and YouTube live chat.
Stage Plot / Message Notes / Cue Sheet	This week's documents, uploaded by the admin. If one says "not uploaded," ask your producer.
AV Drawings — Recent Venues	Which venue drawings changed most recently, how much is in each, and — as a green name — who has one open right now.

AV Drawings — Patch Warnings	Lighting fixtures sharing a DMX address or a console channel, checked across every venue. On the Lighting dashboard. Read the chips along the top, not just the colour. <i>N clashes</i> is a real problem; <i>N unpatched</i> means those fixtures have no DMX address at all and are not clashing with anything; <i>N spans not checked</i> means the scan could not finish on those fixtures. Only No patch clashes — on its own, with no other chip beside it — means the whole rig came back clean.
AV Drawings — Video Walls	LED walls with no recorded cabinet order — the thing you need on the day a panel dies. On the Video dashboard.
Saved Search (AV Drawings)	One venue-drawings search kept on the dashboard, re-run for you. Find a fixture, rack or device by name, model, circuit, focus or IP.
Alerts	Anything the system caught: low batteries, weak RF, devices down, SPL over the limit. Press Ack once you've seen one — device alerts even ack themselves when the device comes back.

i New in Beta 39 — reading the note pills on the Service Plan. Anything written against an item in Planning Center now shows as a short coloured pill on a second row under the item's title. **The pill's text is the note; its colour and its little 2–3 letter key tell you which kind of note it is** — **WHO** for a Person note, **L0C** for a Location, **LX** for a Light Cue. Stand/Sit notes get no key, because SIT and STAND already say what they are. The pills are always in the same order on every row — Person, then Location, then Stand/Sit, then Light Cue — regardless of the order somebody typed them into Planning Center, so your eye can learn one place to look. A note your church has invented a new category for still appears, in neutral grey, labelled with that category's own name: nothing gets dropped for being unrecognised. **A longer note is not squeezed into a pill** — anything over about two dozen characters, or anything written as a sentence, drops onto its own line underneath the item, in full. There is nothing to click and nothing to hover; it is all on the page. Which notes you see has not changed at all — the same position and category filtering applies as before.

i The four AV Drawings tiles need you to be signed in to AV Central, and they say so rather than sitting there looking empty. If one reads "it has not been allowed to look", that is what it means — sign in and it fills. If it says your account has no access to the drawings, that is a real answer too: ask TA Staff if you think it is wrong. Three of them were added automatically to the Lighting, Video and Admin dashboards, and they were **put at the bottom** rather than at the top, deliberately — nothing on them is time-critical during a service and none of it was worth pushing your Current Item down the screen. You will need to scroll to find yours, or drag it somewhere you prefer.

! Changed in Beta 46 — the Patch Warnings tile no longer says “No patch clashes” over a check it could not finish. To know whether two lights collide, the scan has to know how many DMX channels each one occupies. When nobody has recorded that for a fixture, the scan can only see a collision on its *very first* channel — anything further along is invisible to it. Until this release the tile counted that as nothing to report and drew a **green** “No patch clashes” anyway. **If you looked at that tile before a service and took it as a clean bill of health, it may not have been one** — and nothing on the screen told you. It now says “**No clashes among known spans**” instead, in plain grey rather than green, with a second amber chip reading “**N spans not checked**” beside it, and a line at the foot naming what it could not do and what to do about it. **Nothing has changed in your rig.** A tile that used to read green and now reads amber is the same rig, described honestly for the first time — the number was always unknown, it just was not shown to you. It is not something you fix at the lighting desk on a Sunday: somebody with AV Drawings access gives those fixtures a DMX footprint, or picks a library type and mode for them, and the chip clears itself. Until then, treat the patch as *unverified* rather than as clashing or as clean.

3 Your pre-service checklist

The **Run of Service + Notes** widget is your position's own checklist — sound check items for audio, camera checks for video, and so on. Check things off as you finish them; the time stamps automatically so the producer can see readiness at a glance.

Underneath is your notes list. Type a note and press Enter — "watch the kick drum low end," "camera 2 focus is soft" — anything the next person or next week's you should know.

- i **Every Monday morning the system resets automatically:** all checkboxes clear and all notes wipe, for every position. Fresh week, fresh list. Don't keep anything permanent in notes — that belongs with your ministry leader.

4 The Cue Sheet — saving and re-using your work

A cue sheet is built new most weeks, and most weeks a lot of it is the same as last week. Four things make that less of a retype, and all four are on the Cue Sheet page itself.

› Star a cue to save it, then drop it onto any week

Press the ★ on any cue and it goes into the **cue library** — a shared shelf of single cues you use over and over ("Blackout — end of baptism"). Select several and save the lot in one go. To use one, open the library picker, search for it, choose the item it should sit on, and insert it.

What is saved is the cue itself — its type, its name, and who owns it — not the exact word it was pinned to. That word only exists in the week it was written, so a saved cue comes back pinned to the whole item, and you drag it onto the word you want. The dashboard says this out loud when you save one, because it is the part that surprises people.

i **Whole sets are a separate thing.** A **template** is a saved *set* of cues applied as a batch — "Sunday 9am typical lighting cues". A **library** entry is one cue at a time. They live side by side and are managed from the same **Saved cues** screen, which is also where you delete from either of them. Before Beta 38 you could put nothing into the library and take nothing out of it; the machinery existed with no buttons attached to it.

› Copy a whole week's cue sheet onto another week

When two services are near-identical, copy the whole sheet across instead of rebuilding it. Items are matched **by name**, so "Worship" lands on "Worship". Everything gets fresh identity so the two weeks stay independent — changing one never touches the other.

Read the report it gives you. Anything that could not be copied is listed *first*, before the count of what was:

- A cue whose item does not exist in the target week is **dropped, and it is named** — by the item title it belonged to, with a count. Nothing is quietly lost. A cue attached to an item that is not there would show up on no page at all, which is worse than being told.
- Cues pinned to a word keep the pin where the text came across, and fall back to an item-level pin where it did not.
- Two items with the same name on either side are matched in running order, and the report says it was a guess.

! **Four things deliberately do not come across, and this is not a bug.** The **as-run history**, the **cue locks**, the **comments**, and the **mode** — a copy always lands in rehearsal, never live. Those are the record of a service that actually happened; carrying them onto a week that has not happened yet would be a fiction. Copying onto a week that already has cues on it is refused until you confirm, because this is the one action here that can destroy a week of somebody's work.

› Move templates and the library to another install

Export cue templates & library writes one file; the matching import reads it on another system. Everything is re-identified on the way in, so nothing collides with what is already there. If you hand it a file that is not a cue export, it refuses and **tells you what it thinks you actually gave it** instead of failing with a shrug.

› Undo now survives closing the tab — and it now actually undoes

Undo history is kept per week, so shutting the browser and coming back does not lose it. If it cannot be kept on a particular device it says so and falls back to lasting until the tab closes; it does not pretend. If the sheet changed while you were away — somebody else edited it, or a copy landed on that week — the first Undo asks before it overwrites their work.

! If you have ever pressed Undo and watched nothing happen, you were not imagining it. The first Undo after any edit did nothing at all and reported "Reverted the last cue change" anyway, and every press after that undid one change too few. It was saving the sheet as it looked *after* your edit instead of before it. The "changes since last save" view had the same fault from the other end and always read "no differences". Both are fixed. If you have been in the habit of pressing Undo twice to make it take, stop — it will now undo two things.

5 During the service

› You get a heads-up before your cue

If you run Audio, Video, Lighting or Stage, a **Standby** tile sits at the top of your dashboard. Before your item starts it counts down — *"Your item starts in ~2 min"*. Once your item is live it switches to counting slides: *"You're 3 slides out"*, *"You're 2 slides out"*, *"You're next"*, *"Your cue is on this slide"*, stepping down each time the ProPresenter operator advances. The same line shows on the Cue Sheet, and it now follows the position you are **viewing as**: pick Lighting and the strip shows Lighting's standby and says so in its heading. Switch to **All cues** and it goes back to listing every position, which is what the person calling the show needs. Before Beta 38 it always showed all of them, so at the lighting desk on a phone you were reading four positions' worth of text to find the one that was yours.

! **An empty Standby tile is not a broken one.** It deliberately shows nothing rather than guess — when no service is running, when ProPresenter isn't reporting a live slide, when a cue is pinned to a word that isn't in this week's script, or when an item has no scheduled length. That is on purpose: a warning that arrives late is worse than none, because you'd stop trusting it. **Never treat it as your only warning** — keep reading the Cue Sheet the way you always have. If you think it should be speaking and it isn't, tell TA Staff.

Whether you get warned at all, and whether you get every cue or only the risky ones, is set per position by TA Staff — out of the box it warns on high-risk cues only.

› Log problems the moment they happen

The Incident Log widget has one-tap buttons: Mic dropout, Slide glitch, Stream stutter, and more. Tap the one that matches and keep working — the system records the time, how far into the service it was, and what item was happening. It all lands in the post-service report so problems actually get fixed during the week.

› Send a message to the stage

Producers: type into **Stage Display Message** and press Send to stage. It appears on the stage display page and fires the "Stage" message in ProPresenter, so it reaches the real confidence monitors too. Clear removes it everywhere. Use Flash sparingly — it's for "wrap it up," not "good job."

The message sits on top of everything on the stage screen — no panel can hide it — and it **clears itself after 2 minutes** so a forgotten note doesn't live there all morning. Your director can change that timeout (or turn it off) in Admin → Screens & Displays → Stage display.

› Mark sermon clips for the editing team

Producers: during the message, tap  **Mark clip moment** (or a quick tag like Sermon quote or Story) the second something clip-worthy happens. The system captures the exact timecode from the start of the service. After the service, press Export CSV for editors — the editing team gets a ready-made list of moments with timecodes.

› Log the headcount

Hosts and producers: type the in-room count into the In-Room Attendance widget (add a note like "Main auditorium" or "Overflow"). The widget shows in-room, online, and combined totals side by side, and it all lands in the report. Guest services can also log counts from the keypad on `/paging`.

› Paging a parent

The paging screen now **remembers the codes you have already sent**, so putting a cleared code back up is one tap instead of typing it again — which matters at the exact moment a parent is standing in front of you. The list survives the server restarting, which it does more often across a four-hour Sunday than anybody expects.

And it now tells you the truth about a repeat. Typing in a code that is already on the screens used to answer as though it had been sent. Nothing was sent — the code was already up — and you had no way of knowing that. It now says so, in words, instead of reporting a success that did not happen.

› Something's broken? Flag it

Every device and wireless unit has a  button. Tap it, describe the problem, set a priority, and a maintenance ticket is created — no sticky notes on the console. The Maint page shows every ticket moving from Open → Parts Ordered → In Repair → Resolved.

› When an alert pops up

A toast slides in at the bottom right and the alert lands in the Alerts widget. Read it, deal with it (or hand it off), then press Ack so the next person knows it's handled. A device that drops off the network doesn't cry wolf: nothing fires for a brief blip — only if it stays down does ONE critical alert appear, with the likely cause already diagnosed. When the device comes back, that alert acknowledges itself. Critical alerts also flash a red banner across the top of every page and notify the team channel automatically.

6 The other pages

PAGE	WHEN YOU'D USE IT
Mics	Before the service: who's on which mic and pack, with this week's stage plot right at the top. Batteries and RF are live — and the Wireless Health section at the bottom shows each transmitter's battery drain history, flagging any pack that's dying before it dies on a Sunday. The Print button that used to be at the top of this page has gone (Beta 20) — printing the assignment sheet is now an Admin job, so ask TA Staff if you need a paper copy.
Cue Sheet	The week's cues against the script, with the View as selector at the top — pick your position and the whole page narrows to your cues, your highlights and your standby line. All cues shows every position at once, for whoever is calling the show.
Maint	The repair board. Anything flagged with  lives here until it's fixed. Check it before you set up — urgent tickets are marked.
Status	Something feels broken? Check here first. Devices are pinged on a short cycle and grouped by room, so "something's down in the Broadcast Booth" is one glance. Click any device for its full record — where it's plugged in, cable label, MAC, notes. Click a switch and you get a port map: which ports are up, which have PoE, and what's connected to each — with a line above the table saying how old that reading is. If something has been down past the alert window, the system has already diagnosed the likely cause and flagged it — read the flag before you go crawling behind racks. Read the "as of" line and the badges before you act on this page — see the note under this table.
Reports	After the service: the full report — loudest and quietest moments, viewership curve, every item's scheduled vs actual time, and the incident list.
Trends	The long view: viewership, loudness, and service-length drift week over week, per service time. Also the incident heatmap and A/B comparison of any two services.
Signage	The lobby / hallway rotation at /signage . It cycles through pages on a timer; the dots along the bottom show where it is. Move the mouse and a small control appears in the corner:  and  step through the pages, and the middle button switches between Scrolling (play icon) and Static (pause icon) so you can hold a page still. It stays held — including through a reboot — until somebody sets it scrolling again, so if you park a screen on one page, put it back.
Stage	The full-screen display for TVs backstage: clock, time remaining, current/next item, and producer messages. It's link-only (not in the nav) — add ?tv=1 to any page for bigger type on a wall display.

! The Status page now tells you how old each reading is, and this is the change on this page most worth reading. Nothing about the rig changed — the page stopped implying it had just checked something it had not. Three things you will notice:

- **The switch port map says when it was read.** Above the port table you now get a line like “**Cached reading — as of 40s ago, not a live query**”, because a switch is asked at most once every 90 seconds and the answer is shared. **That is not a fault, and it is not the switch being slow.** A port that changed a moment ago can still read the old way for up to a minute and a half; close the panel and open it again if you need to be sure.
- **A device that has been down a while carries a small “checked every 5 min” badge.** Once something has been off for a few minutes it stops being asked every twenty seconds, so it can take up to five minutes for the board to notice it come back. On those rows the right-hand column reads “**not checked**” rather than a number — it used to print **0 ms**, which is the fastest answer there is, about a device nobody had just measured. Anything healthy is still checked on the short cycle, so a real failure still shows up within about twenty seconds.
- **The green summary strip reports a measured time, not the clock.** Beside “All systems online” it used to print whatever time it was when your browser drew the strip, which advanced every time you typed in the filter box. It now says something like “**Checked 40s ago (oldest row)**” — the oldest of the rows behind it, because the strip makes one claim about all of them — or “**Last checked: unknown**” when nothing supplied a real time. Hover it for the detail.

If a reading looks older than you expected, that is the page being honest, not the network being slow. Report a device as down on the strength of its *state*, not on the strength of the timestamp beside it.

7 Make it yours

Don't like where a widget sits? Press the  button in the dashboard header. Editing needs Editor access — which the booth machines already hold, so most of the time there is nothing to do. If it refuses, ask TA Staff. Then:

- 1 Drag a widget by its title bar. Everything else shuffles out of the way.
- 2 Resize from the bottom-right corner handle.
- 3 Press **+ Add widget** for the widget library — one alphabetical list of everything available, each with a line saying what it does. The search box is already focused, so just start typing: it filters on the name and the description, and Enter adds the top match. Remove a widget with the **×** in its corner.
- 4 Press **✓ Done**. The layout saves for everyone using that position — phones keep their own separate arrangement.

Sunday cheat sheet

SEE A PROBLEM

Tap it in Incident Log

MESSAGE THE STAGE

Stage Display widget

HEADCOUNT

Attendance widget

LOW BATTERY

Gold = plan swap · Red = now

CHECKLIST

Run of Service widget

BROKEN GEAR

 → **Maint board**

SOMETHING OFFLINE

Status page → read the flag

CLIP MOMENT

 **Mark clip**

AFTER SERVICE

Reports page

This document references dashboard version 1.1.0 Beta 52. What changed in each production release lives in the separate **Version History** document.