

# AVL Troubleshooting Checklist

## Step By Step

### Broadcast Audio:

- If audio is not coming into Logic, use the following checklist to verify everything is connected properly.
- Verify the main audio console in the auditorium is ON
- Verify the ethernet is plugged into the back of the Mac mini (in the broadcast room)
- Verify Dante Virtual Dante Virtual Sound card is started
  - Launch Dante Virtual Sound card in Applications
  - The button on the bottom right corner should say "Stop" if it is running
- Verify the input device in Logic is set to Dante Virtual Sound card
  - Launch Logic
  - Click on Logic Pro X on the top left corner
  - Select Preference
  - Select Audio
  - Under the Devices tab, look for "Input Device"

### ProPresenter:

If ProPresenter is failing to display the proper look for each screen (main, confidence monitor, broadcast), follow the checklist to troubleshoot.

- Quit ProPresenter
- Disconnect the HDMI and 2 USB-C cables from the laptop
- Turn off and then turn on all the TVs
- Plug in all 3 cables (HDMI & 2 USB-C) to the laptop

