CTW Herald: Sunday Operator Guide

Church Triumphant Wellington · one page · keep it by the media desk

Two things to watch, on the right of the screen: **PREVIEW (blue)** is what comes next. **LIVE (red)** is what people can see. The tile with the red bar is the one that is live.

BEFORE THE SERVICE (10 MINUTES)

1. Open **CTW Herald**. It always starts in **Rehearsal** (amber strip): nothing reaches the screens or the livestream yet.
2. Top left: check today's **service plan** is open. Click the name to choose another, or to **Pull from Workspace**.
3. Click **Pre-service check**. Fix anything red: a display not connected, a media file missing, OBS not connected.
4. Press `Space` to step through the whole service. Watch the Live, Stage and Livestream previews.
5. Click the first item, then **Go On Air** (top right turns red). The displays and OBS now follow you.

DURING THE SERVICE

`Space` or `→`	Next slide
`←`	Previous slide
`Enter`	Go live with what is in Preview
Click a tile	Put it in Preview (double-click: live now)
`1` … `9`	Jump to that song section, live at once
`B`	Black out the audience screen
`C`	Clear the words on the audience screen
`0`	Hide the livestream lower third
`F2`	Quick Scripture lookup
`/` `F1`	Search songs · Help

B, C and O each switch one thing only. Press the same key again to bring it back. A lit button means it is on.

THE LEADER REPEATS A CHORUS

- Click **Chorus** in the **Jump to** bar above the tiles, or press its number. It goes live at once.
- Keep pressing `Space`. The song carries on from there.

THE LIVESTREAM

- Click **Stream** (top bar). It should say **Connected to OBS**.
- Choose where it goes: YouTube, Facebook, or both (Restream). Click **Start streaming**, then click again to confirm. The button turns red with a clock.
- To finish: **Stream**, **End stream**, click again. To change destination, end the stream first.

VIDEOS, AND A GUEST'S PHONE OR LAPTOP

- **Video sound** goes to the room and the livestream separately. Under the Live monitor: a level bar, and **Room** / **Stream** to mute either.
- **Screen share, laptop or Teams caller:** start the receiver app or NDI source (or plug into the HDMI capture box). Select the cue, click **Choose…**, pick it. Check it in Preview, then `Enter`.
- While a video or shared screen is live, OBS moves to its full-screen scene by itself.
- **A camera, a HyperDeck clip, sound from the desk: Inputs** (top bar). **Record** it: right-hand column. **Several pictures:** Add cue → **Super source**. **Giving:** Add cue → **Giving**; on the offering song, **Giving details** keeps the account under the lyrics.
- **New songs or this week's slides:** Songs → **Song bank**, or Media → **Presentations**. Slides sent on Teams: Media → **Teams messages** → **Bring in**, before the service.
- **Web stream:** it needs the internet. Check it in Preview first. If it drops, Herald keeps trying: `Space` moves on.

THE PREACHER CALLS OUT A SCRIPTURE

1. Press `F2`.
2. Type it the quick way: **jn 3 16**, **ps 23**, **1 cor 13 4-7**. Or type a word, such as **shepherd**, and pick a verse.
3. `Ctrl` + `Enter` puts it live. (`Enter` alone only cues it in Preview.)
4. When the preacher moves on, press `R` to **resume the service** at the tile marked **Resumes here**, or `Space` for the next prepared slide.

THE STAGE SCREENS

- Right side, **Stage only**: type a message, **Send**. Only the stage screens show it. The timer there counts down on stage.
- **Layout** in the same panel changes what the stage shows: *Worship leader* for songs, *Speaker* for the sermon.
- **A tablet as a stage screen:** Displays → **Stage on Wi-Fi**, then scan the QR code on the tablet. It reconnects by itself next time.
- **An iPad as a remote:** Displays → **Remote control**, scan the code, choose what it may do; **Stop all remotes now** cuts them off. **Stream Deck:** hold its On Air key to change it.

IF SOMETHING GOES WRONG

Audience screen is black	Is **BLACK** lit red? Press `B`. If not, look for a red alert about the display.
Words are missing, background is there	**CLEAR TEXT** is on. Press `C`, or go to the next slide.
Red alert: display disconnected	The other screens keep working. Check the cable and power. It comes back by itself. Nothing moves to another screen.
Wrong slide is up	Double-click the right tile.
Livestream words missing	Is **HIDE OVERLAY** lit? Press `0`. Bottom right should say **Graphics: OBS connected**. In OBS: right-click the Herald source, Refresh.
No sound from a video, or the stream cannot hear it	Is **Room** or **Stream** crossed out under the Live monitor? Click it. Red alert about a sound device: check its cable. Settings → **Sound** → Test tone.
Shared screen is black	The guest or NDI source is not connected, or the receiver window was closed. Reconnect: it returns by itself. Or **Choose what to share** again.
A stage tablet says "Not connected"	Is it awake and on the church Wi-Fi? It reconnects by itself. If it asks for a code: Displays → Stage on Wi-Fi.
Alert: the livestream has stopped	The room is not affected. Check OBS and the internet, then **Stream**, **Start streaming** again.
The app was closed	Open it again. Your place is waiting in Preview. Click **On Air**, then press `Enter`.
A song needs fixing mid-service	Switch to **Plan** (top left), edit, switch back to **Run**. Changes save by themselves and the screens keep running.

AFTER THE SERVICE

- Click **Rehearsal** to release the screens, then close the app.
- Once a month: Settings (cog) → **Save and backup** → **Save a portable backup** onto the USB stick.

The room needs no internet: songs, the King James Bible, media and the OBS graphics are all on this computer. Only the livestream and a web stream do. On a Mac use `⌘` where this page says Ctrl. Designed & Built by TK Software.