



Welcome to Mountain Lodge Production Guide

How to Use This Guide:

This walkthrough is for anyone serving as our Welcome to Mountain (WTM) tech producer at MCC Abingdon in The Lodge. Note: This does not apply for the Auditorium. Follow the steps on the “Cold Start to Up and Ready” checklist to get the room ready. At the end of the night, shut down the room by following the shutdown procedure. If you’re unsure about how to do an item on the checklist click the link to the right of the item or use the number to find the description and instructions in the manual. The manual is included at the bottom of this document.

If you run into an issue, go to the troubleshooting section ([8.0](#)). If you run into an issue that this manual and the troubleshooting section can’t solve, call the ABG Production Director ([9.0](#)).

Cold Start to Up and Ready		
Step	Description	Manual Ref.
1	Turn on the room’s “house” lights.	1.1
2	Boot iMac	2.1
3	Boot AV Rack	3.1

Cold Start to Up and Ready

Step	Description	Manual Ref.
1	Turn on the room's "house" lights.	1.1
2	Boot iMac	2.1
3	Boot AV Rack	3.1
4	Turn on TVs	4.2
5	Check RF signal and audio on Mic 1 (Handheld)	3.6.5 , 3.6.6
6	Check RF signal on Mic 2 (Bodypack)	3.6.5 ,
7	Sign in to iMac	2.2
8	Launch Spotify	6.1
9	Select the WTM playlist on Spotify	6.2 , 6.3
10	Check Spotify Audio	3.6.6
11	Launch ProPresenter	5.1
12	Locate and Test WTM media on ProPresenter	5.2
13	Test ProPresenter Output	5.3 , 3.5.3
14	Change Display 3 (rear TV) to input 2	3.5.3.1
15	Test Stage Display	5.4 ,
16	Set Mics On Stage	7.0
17	Set WTM Lights	3.4.1
18	Setup and test a countdown timer on ProPresenter	5.5
19	When Jared (or whomever is presenting) arrives, check his mic using Mic 2 (bodypack)	3.6.6
20	Play Spotify	6.2 , 6.3
21	Put WTM logo on displays	5.2 , 5.3

Shutdown Procedure

Step	Description	Manual Ref
1	Collect all mics (bodypacks and handhelds)	7.0
2	Turn off mics	3.6.4
3	Put mics on chargers	3.6.1
4	Press "8" on lighting controller	3.4.2
5	Patch video input 1 to all outputs	3.5.3.2
6	Turn off TVs	4.3
7	Fade out & pause Spotify	6.3
8	Shutdown iMac	2.4
9	Shutdown AV Rack	3.2
10	Turn off House Lights (if room is empty)	1.2

Manual

1. **House Lights**

1.1. **Turning on the House Lights**

By the double doors (to the right as you come into the room) there are two light switches. Click those on (up). This turns on the house lights. These should remain on for the entire event.

1.2. **Turning off the House Lights**

By the double doors (to the right as you come into the room) there are two light switches. Click those off (down).

2. **iMac**

2.1. **Boot iMac**

On the iMac (stand alone desktop Mac computer) there is a power button on the back of the computer. If you're looking at the computer, reach your hand around the bottom left of the computer (picture of hand reaching behind computer from sitting at the desk.) (Picture of power button from behind the iMac.)

2.2. **Sign In to iMac**

Sign into the iMac using the password provided to you. (Picture of sign in screen) If you do not know the password text or call the ABG Production Director (Reference).

2.3. **Quit applications**

There are three different ways to quit an application on Mac OS. Closing a window (using the red X in the top-left corner of an application) may not kill the application. On Mac OS, completely killing an application is called "quitting" the application.

2.3.1. **Using the Toolbar**

Click on the window of the application you want to close. In the toolbar (at the very top of the screen) click the name of the application and select "quit [name of application]" from the dropdown menu.

2.3.2. **Using a Keyboard Shortcut**

Click on the window of the application you want to close. On the keyboard, while holding down Command (to the left and right of the spacebar) press "Q." This is also known as Command + Q.

2.3.3. **Using the Dock**

Locate the dock at the bottom of the screen. Right click on the application you want to quit. Select quit from the pop up menu.

2.4. **Shutdown iMac**

Click the apple icon in the very top left corner of the screen. Select "Shutdown" from the dropdown menu.

3. **AV Rack**

The AV Rack is the big metal cabinet in the back of the room. (To the right as you enter through the double doors.) This houses most of the AV gear in the room.

3.1. **Boot Up**

To boot the AV rack locate the power switch all the way at the top of the rack. Press this "on" or up. Items in the rack should start to light up as they boot up.

3.2. **Shut Down**

To shut down the AV rack locate the power switch all the way at the top of the rack. Press this "off" or down. The rack should go dark.

3.3. **Wireless Gear**

Three or four slots down on the rack, below the network gear (the stuff with all of the blue cables coming out of it), you'll find a rack unit with a bright white LCD screen, with a big knob. This is the wireless (or RF, for Radio Frequency) receiver. It receives audio from the wireless mics.

3.4. **Lighting Control System**

Below the wireless receiver (reference), is the lighting control unit. It has eight, white soft keys. To load a cue, press one of the buttons. As this is normally the kids room, there are lots of fun settings.

3.4.1. WTM Lighting Cue

To load a cue, press one of the buttons. The one we want for WTM is number 3.

3.4.2. Shutting Down Lighting

To turn the lights off for the night, press button 8.

3.5. Video Control System

3.5.1. Video Inputs

We are currently using all four inputs. Here's a table of what those inputs are.

Input #	Device/Signal
1	Wall In 1 (ProPresenter Output)
2	Wall in 2 (ProPresenter Stage Display)
3	Apple TV
4	Service (Auditorium Feed)

3.5.2. Video Outputs

There are three video outputs currently in use. Here's a table of what those outputs are.

Output #	Destination
1	Front TV (Left)
2	Front TV (Right)
3	Rear TV
4	

3.5.3. Patching Video Inputs to Video Outputs

3.5.3.1. One Video Input to One Video Output

To change the patch of one input to one output follow these steps:

Step	Direction
1	Select the input
2	Select the output
3	Press Enter

3.5.3.2. One Video Input to All Video Outputs

To patch one input to all outputs follow these steps:

Step	Direction
1	Select the input
2	Press All
3	Press Enter

3.6. Microphones

3.6.1. Storage/Charging Location

All the wireless mics for the Lodge can be found in the AV rack (to your right as you enter the double doors). There is a shelf about half way down. There should be two handheld microphones and two bodypacks. All of these have rechargeable batteries installed in them. The mics should be stored on their charger so they're always at full charge when they need to be used.

3.6.2. Types of Mics**3.6.2.1. Handhelds**

Handheld mics look like a normal microphone. It's meant to be held in the hand. This is great for all applications.

3.6.2.2. Bodypacks

Bodypacks are square metal packs with antennas. These are better used for over ear or "countryman" microphones. These mics are stored separately in the auditorium under the audio desk. To use an over ear mic, get one from the auditorium and plug it into the port on the top right side of the pack (as the screen faces you). The button on the microphone jack should be facing towards you as you plug it in. Please return the over ear mic in its case to the auditorium rack when you're done.

3.6.3. Turning Mic On

For handhelds there is a switch on the side of the microphone. As you slide it up, the display should light up.

For bodypacks there is a small switch on the top of the pack. The display should light up as well as a small green LED on the top of the pack.

3.6.4. Turning Mic Off

For handhelds there is a switch on the side of the microphone. As you slide it down, the display should go dark/blank.

For bodypacks there is a small switch on the top of the pack. The display should go dark/blank and the small green LED on the top of the pack should go dark.

3.6.5. Checking RF Signal

NOTE: This is radio frequency (RF) signal, not audio. Checking audio is in the next section. Both RF and audio should be checked before a mic is put into use.

Step	Description
1	Locate the wireless receiver in the AV Rack. It's directly below the networking switches with all of the blue cables coming out of the front of them. It has a big white LED display with a knob next to it.
2	Locate the channel for the mic you want to check on the wireless receiver. Notice there is a small section to the right of the screen that is repeated four times. This corresponds to the four microphones. The furthest to the left is mic 1, furthest to the right is mic 4, etc.
3	Watch the LED strip under the "RF" section of the channel you're checking.
4	Turn the mic you're checking on.
5	The RF LEDs should light up all orange. If this is the case, the mic RF is working properly.

3.6.6. Checking Audio Signal

Step	Description
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1	If you're checking a wireless microphone, check the RF signal strength (see 3.6.5)
2	Locate the audio control panel on the wall to the right of the AV rack (close to the door).
3	Select the proper page and locate the knob that corresponds to that microphone/input. (see section 4.2.1)
4	Turn the knob corresponding to that microphone/input all the way down.
5	If checking a microphone, turn the mic on and speak into it (don't tap it) and slowly turn the knob up until it reaches the desired level.
6	If checking the computer (video) or aux input, play music or some kind of audio and slowly turn the knob up until it reaches the desired level.
7	If you hear it in the room, this input was successfully checked.
8	If the corresponding knob is all the way up and there is no audio, turn the knob down and refer to the audio troubleshooting section (12.3).

3.6.7. **Pop Filters**

There is a pop filter provided for each handheld microphone. This is the foam piece that fits over the grill of the handheld. The purpose of a pop filter is to mitigate "plosives." These are harsh "p's" "k's" or other sounds where the mouth can cause the breath to "pop" the microphone. They're good to use when untrained folks are using the microphones (like kids and WTM).

3.6.8. **Adjusting Level with Wall Control Panel**

Throughout WTM, there may be different speakers. Be especially aware of this when volunteers are picked to read scripture. It's a good idea to head over to the audio wall control panel when the handheld is passed to a new person. Each person speaks differently, some louder, some softer. Volume should be adjusted accordingly so everyone can hear and the mic is not too loud.

3.7. **Drawer**

In the drawer directly beneath the microphone chargers you may find the following items.

3.7.1.

3.8. **Amplifier & Dante Controller**

At the very bottom of the rack you'll see two, large, gray units. These coordinate the Dante network (audio over internet protocol) and amplify the signal to send to the speakers. These should not be touched unless specifically instructed to by the audio troubleshooting section or by the Production Director, Worship Pastor, or Kids Pastor.

3.9. **Wall Audio Controller**

The wall audio controller is a panel used to control the audio levels of all devices in the room.

3.9.1. **Location**

The wall audio controller can be found to the right of the AV rack, next to the double doors that lead to the hallway.

3.9.2. **Layout**

It has four buttons on the left side and four knobs.

3.9.2.1. **Selecting Layers**

Currently only two layers are used. Layer 1 and layer 2. To select a layer, press the corresponding number to the left of the knobs. For example, to select layer 1 press the button labeled 1 to the left of the knobs.

3.9.2.2. **Layer 1**

Layer 1 has the following inputs.

Mic 1	Mic 2
Video (iMac)	Aux (in the AV Rack drawer)

3.9.2.3. Layer 2

Layer 2 has the following inputs. Notice Mics 1 and 2 are carried through on the top two channels

Mic 1	Mic 2
Mic 3	Mic 4

3.9.3. Adjusting Volume Levels

To adjust the level of an input, select the layer it is on and turn the corresponding knob up or down.

4. TVs

The Lodge has three TVs. Two at the front of the room (LG) and one smaller TV at the rear of the room (Samsung)

4.1. Remotes

Remotes are kept in the desk drawer of the desk next to the AV rack (where the iMac is). They are labeled on the bottom of the remotes. The LG remote goes to both front TVs, the Samsung remote goes to the back TV.

4.2. Turn On TVs

Use the LG remote to turn on the front TV or hit the power button on the bottom of the TV. The button can be found in the center of the TV.

Use the Samsung remote to turn on the rear TV or hit the power button on the bottom right side of the TV.

4.3. Turn Off TVs

Use the LG remote to turn off the front TV or hit the power button on the bottom of the TV. The button can be found in the center of the TV.

Use the Samsung remote to turn off the rear TV or hit the power button on the bottom right side of the TV.

5. ProPresenter

ProPresenter is used to display media on the TVs.

5.1. Launching ProPresenter

There are a couple different ways ProPresenter can be launched. Before launching, make sure it isn't minimized on the dock. Look for the ProPresenter logo on the Dock at the bottom of the screen (orange and blue with "PRO" in white). If there is a white dot below it on the dock, this means the application is active/already launched. Look at the right side of the dock, click the ProPresenter window that has been minimized. If there is not a dot below the ProPresenter icon on the dock, go to 5.1 or 5.2 to launch ProPresenter.

5.1.1. Launching from the Dock

ProPresenter should be in the Dock at the bottom of the screen. (Blue and Orange with "Pro" in white.) To launch the application, click its icon.

5.1.2. Launching from Spotlight

If, for some reason, ProPresenter isn't in the dock, use Spotlight to launch ProPresenter. On the keyboard press Command + SpaceBar. This brings up a small search window. Type "ProPresenter" and press Enter/Return on the keyboard.

5.2. Pull up and test WTM playlist on ProPresenter

In the bottom left corner of ProPresenter there is a folder system. Expand the WTM or "Welcome to Mountain" folder, select the "WTM" Playlist in that folder, select the "welcome to mountain" document in that playlist. You should see the blue Welcome to Mountain slides. Click the first slide to test it.

5.3. Toggle Main Output (Front Screen)

The main output of ProPresenter (what goes to the front TVs) can be toggled on and off in two ways. In the top right corner of ProPresenter click "output" until it says "on" and the icon is filled in a green color.

Alternatively use the hotkey Command + 1. NOTE: the TVs must be on (4.2) and patched correctly (3.5.3) in order to test this.

5.4. **Toggle Stage Display (Rear Screen)**

The stage display output of ProPresenter (what goes to the rear TV) can also be toggled on and off. The easiest way to do this is with the hotkey Command + 2. To see the Stage Display output in the ProPresenter preview window press Command + 3 to toggle the preview window between main output and stage display. NOTE: The TVs must be on and patched

5.5. **Timers**

The Welcome to Mountain presenter may occasionally ask for a timer to be put on screen to help guide discussion time. To do this, go to ProPresenter. Click the green "Messages" icon in the top-center of the window. Select "Welcome to Mountain" from the dropdown options if it isn't already selected. Change the timer length. Click "Show Message." This timer will automatically disappear when it reaches 0.

6. **Spotify**

6.1. **Launch Spotify**

6.1.1. **Launching from the Dock**

Spotify should be in the Dock at the bottom of the screen. (Green with three black ascending arches) To launch the application, click its icon.

6.1.2. **Launching from Spotlight**

If, for some reason, Spotify isn't in the dock, use Spotlight to launch Spotify. On the keyboard press Command + SpaceBar. This brings up a small search window. Type "Spotify" and press Enter/Return on the keyboard.

6.2. **Selecting a Spotify Playlist**

For Welcome to Mountain we use the "WTM" playlist. Select this playlist from the list of playlists on the left side of the application.

6.3. **Playing Spotify/Fading Audio**

Once you've selected the right playlist, click "play" at the top of the playlist. It's best to click the shuffle button to the left of the play button so the music is a little more random/diverse. The best practice is to use the volume slider on the bottom right corner of the application to fade Spotify audio in and out during the night. It's easier to do this than to get up and adjust the wall control knob every time.

7. **Stage Setup**

Typically, the stage will have two whiteboards on wheels (with markers and eraser), a music stand, and mic stand. Clean Image or Building Ops (BOps) will take care of the white boards. Production takes care of getting the music stand and mic stand out. There should be one of each stored behind the curtain on stage. If not, check behind the stage curtain in the auditorium.

Put whatever handheld is going to be used on the mic stand. Put whatever bodypack is going to be used on the music stand. NOTE: CHECK THESE MICROPHONES BEFORE PLACING THEM.

8. **Troubleshooting**

8.1. **Troubleshooting TVs**

8.1.1. **All three TVs are showing the same image (not the setup image)**

8.1.2. **The TVs are not getting signal from the iMac**

8.1.3.

8.2. **Troubleshooting ProPresenter**

8.2.1. **Timer**

8.3. **Troubleshooting Audio**

8.3.1. **Dead Mic Batteries**

8.3.2. **Dante Failure**

8.4. **WTM Playlist is not on ProPresenter**

8.4.1. **Double Check Folders on ProPresenter Library**

8.4.2. **Recover from Local Documents**

8.4.3. **Recover from DropBox**

9. **Contact Information**

- 9.1. Justin LeBlanc, Production Director | Abingdon (954) 328-6366
- 9.2. Nathan Hall, Worship Pastor | Abingdon (423) 782-9633