

## Moscore QM - Support #434

### Little T is trying to setup scoreboard on new computer

10/23/2021 06:28 PM - Walter Pate

<b>Status:</b>	Feedback	<b>Start date:</b>	10/23/2021
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	0%
<b>Category:</b>	Score board	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Customer needs to fix	<b>Spent time:</b>	1.00 hour
<b>Description</b>			
due to a computer crash Tom at Litte T is trying to initiate their HDD 21 scoreboard on a new computer			

#### History

#1 - 10/23/2021 06:56 PM - Walter Pate

- Status changed from New to Feedback

Tom called from little T regarding scoreboard.

He said that initially he was having problems with the serial adapter and com port. he found that he needed a newer serial adapter and prolific drivers. Then he could use the Media resources Visual suite software to program the default for the scoreboard.

He reports that the Moscore was reporting that in needed configuration software

It appears that he did not have the Key for the Matrix display entered. Once he entered the key for the Matrix display he was able to get the board to display time, but it was only showing on the right hand side.

I showed him where to use the up arrow/side arrow buttons to change the spacing of the lines and letters.

He said that it still does not look right. He does not have any records of how that original display was setup with the Media resources software or moscore matrix display defaults.

I let him know (like I did with Shawn when he called earlier this month regarding this issue) That Media Resources would be a better support resource in regards to initializing the scoreboard to the correct configuration, then when he has an understandig of that we could better help him.

Waiting for feedback