

# Castboard Performer Reference Guide

20/03/2023

[www.castboard.app](http://www.castboard.app)

[info@castboard.app](mailto:info@castboard.app)

© 2023 Charlie Hall

# Contents

Castboard Performer.....	0
Reference Guide.....	0
Overview.....	2
Showcaller and Understudy.....	2
Showcaller .....	2
Understudy.....	2
Typical Usage Scenarios .....	2
Standalone Single Output .....	3
Single Output with Showcaller connected via local network. ....	3
Multiple Outputs with to devices running Understudy and a connection to Showcaller. ....	4
Castboard Showcaller.....	4
Accessing Showcaller .....	5
Opening Showcaller from the same device as Performer .....	5
Accessing Showcaller from a remote device .....	5
Castboard Understudy .....	6
Accessing Understudy.....	6
Accessing Showcaller from a remote device .....	6
Troubleshooting .....	6
Unable to connect to Showcaller or Understudy.....	6
Check that you are connecting to the correct address. ....	6
Ensure you are connected to the correct interface. ....	7
Ensure your Network allows a connection to Performer. ....	7
Unable to upload show file to Performer. ....	8
Using the Performer Auto Update. ....	8

## Overview

*Castboard Performer* is designed to handle the playback and presentation of files created in *Castboard Designer*.

Performer runs on Windows and MacOS desktop operating systems. It can output directly to an external display screen, or stream over a local network connection to Smart TV's with built in Web Browsers.

## Showcaller and Understudy

Performer is responsible for presentation of the slide show. Performer also provides two Apps that allow for remote control and output of the slideshow over a Local Network connection, these Apps come in the form of *Showcaller* and *Understudy*.

### Showcaller

Showcaller enables you to manage Cast changes remotely.

Showcaller can be accessed simply by entering the correct address into your Web browser on your device of choice, more information on accessing Showcaller can be found [here](#).

### Understudy

Understudy provides a mechanism for streaming the output of Performer over a Local Network to any device that has a Web Browser, this includes most Smart TV's.

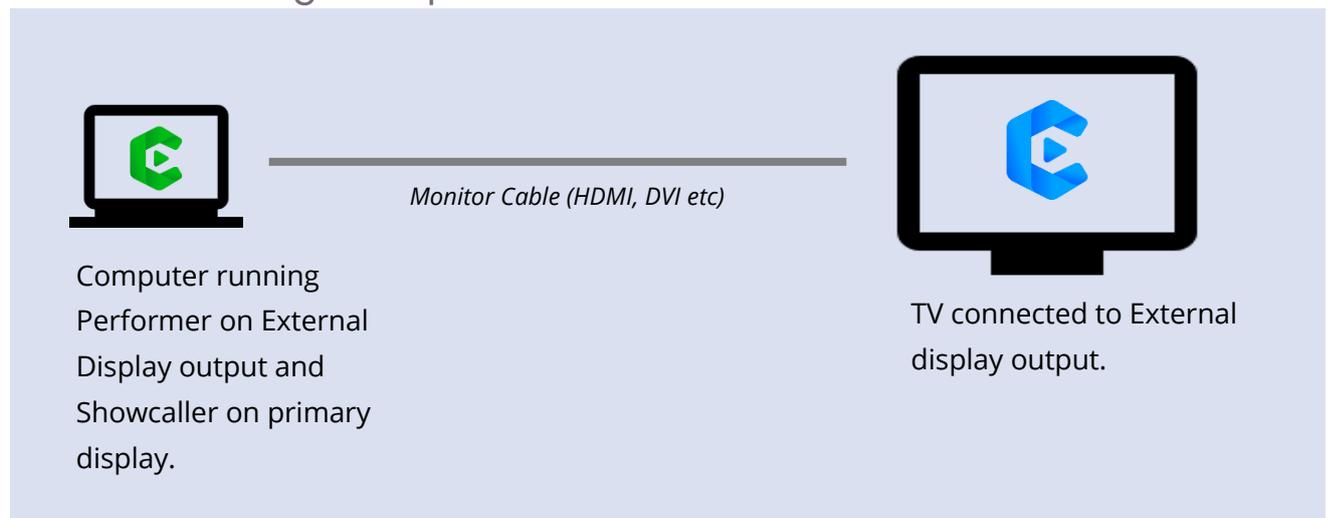
Understudy can be accessed simply by entering the correct address into your Web browser on your device of choice, more information on accessing Understudy can be found [here](#).

## Typical Usage Scenarios

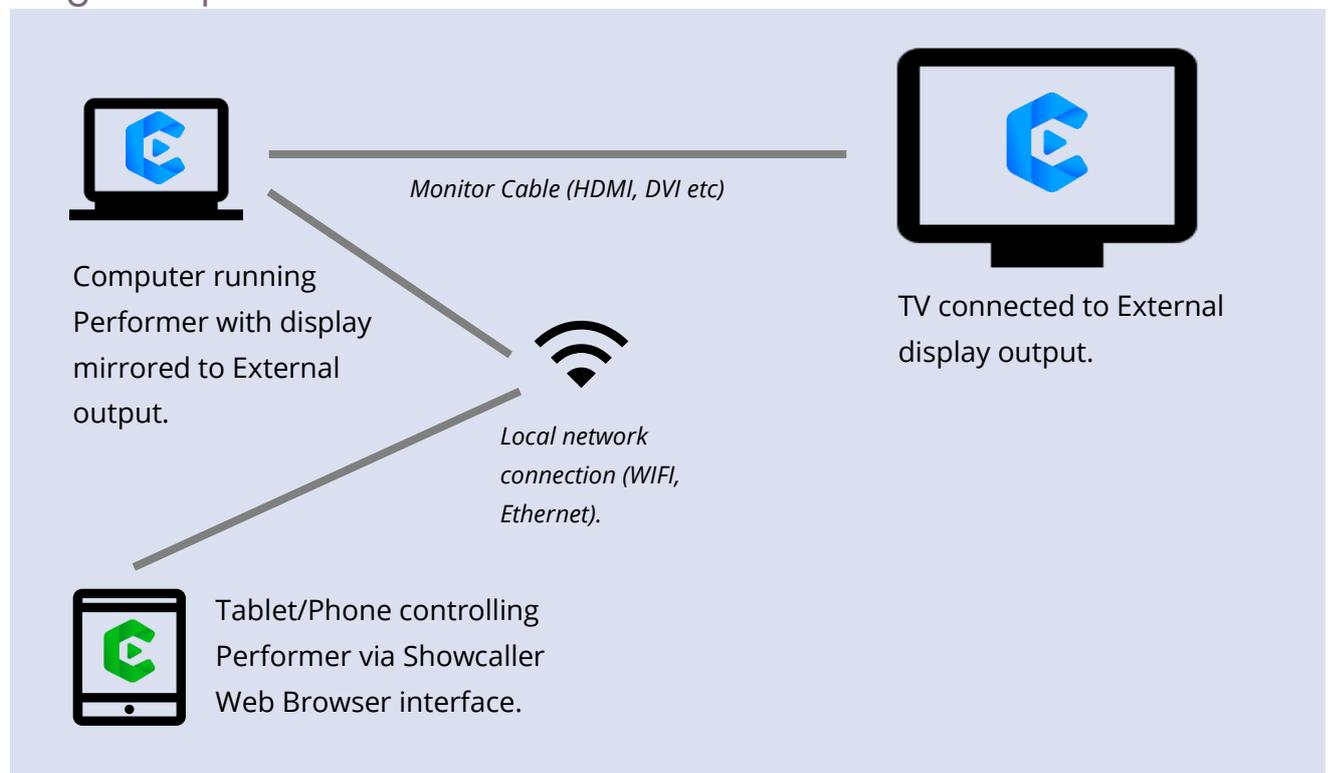
Performer can be setup in multiple different way depending on your requirements and budget, for more information refer to the diagrams below. Keep in mind that:

- Castboard Designer is responsible for building the show file.
- Castboard Performer is responsible for 'presenting' the show file to your audience.
- Showcaller is responsible for controlling and managing the Cast changes that Performer displays.
- Understudy provides a way for Performer to stream the show over a local network to one or multiple other devices.

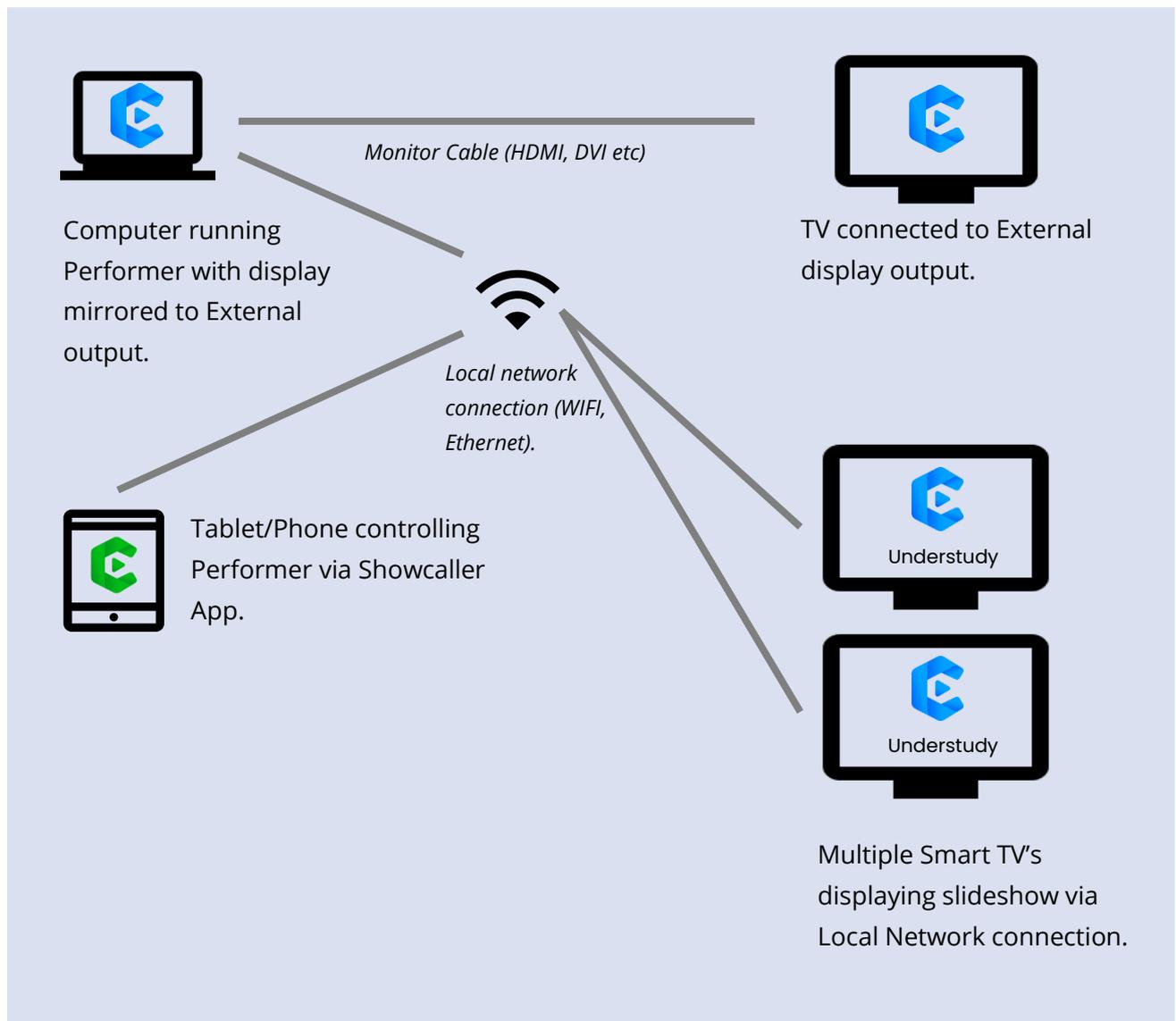
## Standalone Single Output



## Single Output with Showcaller connected via local network.



Multiple Outputs with to devices running Understudy and a connection to Showcaller.



## Castboard Showcaller

Castboard Showcaller is the Browser based application that allows you to manage devices running Castboard Performer. With Showcaller you can:

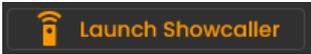
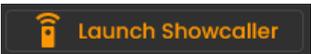
- Control the playback of the slide show (Pause, Step forward, rewind etc)
- Adjust the current Cast Change.
- Adjust settings.
- Load/Download show files.

*Much of your interaction with Performer, will be handled via Showcaller.*

## Accessing Showcaller

### Opening Showcaller from the same device as Performer

To access Showcaller, first open Performer on your MacOS or Windows desktop device.

If no show has been loaded onto Performer yet, simply press the  button. If a show has already been loaded onto Performer, press the Escape key to access the settings, then press the  button.

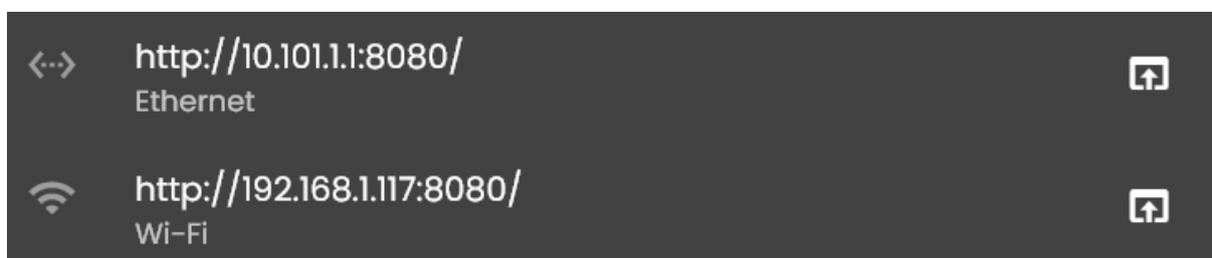
### Accessing Showcaller from a remote device

To connect to Showcaller remotely over a local network you must first know the IP address or the host name of the device running Performer, if you do not have this information on hand, Performer can assist you.

#### Determining the Address of Performer/Showcaller directly

Open Performer on the device you intend to use. If you have not already loaded a show file, you will be taken to the initial configuration page. Press the  button on the left side of the screen to display the current IP addresses that Showcaller can be accessed with.

If you have already loaded a show file, then press the Escape key to access the settings. The available IP Addresses will be listed underneath the 'Showcaller Remote Control' heading.



Note that if your device has multiple network connections you may see multiple different addresses listed. In the example above, Performer is connected to both a Wi-Fi and an Ethernet connection. If trying to connect Showcaller over a wired connection you would use the first address, if however, you are trying to connect over Wi-Fi, you would use the second address.

#### Determining the Address of Performer/Showcaller via Designer.

If you have another device running Castboard Designer on the same local network, you can use Designer to assist in connecting to devices running Performer.

Open Castboard Designer and press the  button on the splash screen.

Alternatively, you can press the  button on the left side navigation rail.

To begin searching the Local network for Performer devices, press the  button.

As performer devices are detected they will be displayed in the list of results. To access Showcaller, press the  button of the device you wish to connect to.

## Castboard Understudy

Castboard Understudy is the Browser based application that enables you to stream the contents of a slideshow over a Local network connection to any device that includes a Web Browser.

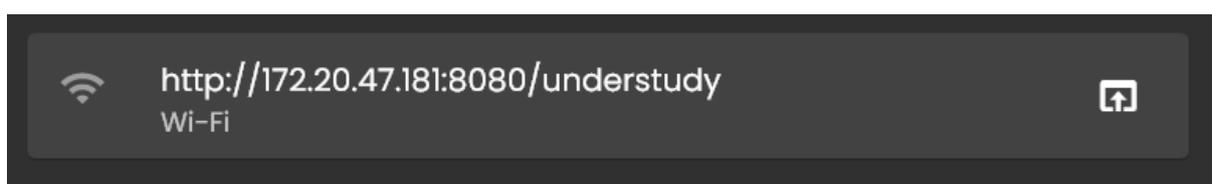
### Accessing Understudy

Accessing Understudy is like accessing Showcaller. If you already have your Showcaller address handy, simply append */understudy* to the end of the address.

### Accessing Showcaller from a remote device

Open Performer on the device you intend to connect to. If you have not already loaded a show file, you will be taken to the initial configuration page. Press the  button on the left side of the screen to display the current IP addresses that Showcaller can be accessed with.

If you have already loaded a show file, then press the Escape key to access the settings. The available IP Addresses will be listed underneath the 'Castboard Understudy' heading.



Enter the address you see listed on into the Web Browser of the device you wish to run Understudy.

## Troubleshooting

### Unable to connect to Showcaller or Understudy.

Check that you are connecting to the correct address.

If the device is you are running Performer has it's network settings set to 'Auto IP' it may have been assigned a new IP address by your network router. This will change the address

that you used to connect to Showcaller or Understudy. Access the Settings on Performer by pressing the escape button and review the addresses listed for Showcaller and Understudy.

### Ensure you are connected to the correct interface.

Performer may list addresses for multiple network interfaces, if you are connected over a WI-FI connection, ensure you are using the address listed as WI-FI, similarly if you are connecting via an Ethernet connection, ensure you are using the address listed as Ethernet.

### Ensure your Network allows a connection to Performer.

If you are using a business, existing building, or corporate network to connect to Performer, you may need to ensure that the correct ports have been opened to allow you to connect to Performer. For this you will need to talk to your building IT Manager/System Administrator. If you are not sure what to say, the following spiel will put them onto the right track.

Fill in the contents between the { and } with your specific settings.

*Hello, I have a device running Digital Signage software that I need to connect to over the local network. The device is on IP Address {Castboard IP Address}. It hosts an HTTP server that operates as a Management Portal and remote streaming service. This server operates on port 8080. The device also advertises it's presence via MDNS with a TXT entry of Performer-(Random Adjective-Random Animal). To ensure ongoing connectivity would it be possible to assign a Static IP or reserve an IP for this device, and open up communication to port 8080, the port number can be customized if necessary.*

Depending on your IT specialist, they may reply with the instructions similar to the following:

### Set a Static IP

If they have provided you with a Static IP address for the device running Performer. Follow the linked instructions for configuring your device with a Static IP. Please restart Performer and review the Showcaller and Understudy addresses once you have performed these changes.

MacOS:

<https://support.apple.com/en-au/guide/mac-help/mchlp2718/mac>

Windows:

<https://www.hellotech.com/guide/for/how-to-set-static-ip-windows-10>

### Adjust the Port number Performer operates on

If your IT Specialist has provided you with a custom port number, (usually a number between 3000 and 65534) you can enter this port number into Performer by doing the following:

1. Access the Performer settings by pressing escape.
2. Enter the number into the Port number field found below the 'Network' sub heading.
3. Press the 'Apply' button.
4. Restart Performer.
5. Review the Showcaller and Understudy addresses as they will have changed.

### Unable to upload show file to Performer.

If your show file was created or modified by a newer version of Designer, Performer may reject the show file. To fix this you will need to update Performer. You can either visit the [downloads](#) page to download an updated version of Performer or use the auto updater.

### Using the Performer Auto Update.

Open Castboard Performer and press escape to access the settings. At the bottom of the settings page press the "Check for Updates". Give Performer a few moments to check for and download updates, once the download is complete you press 'Install Update'.