

# General

## Did You Know...

Here are a list of documentation links, hidden features, tips and tricks for ScoreCam and Scoreboard Remote. Please check back often as this page will be updated frequently.

### Online Documentation for ScoreCam and Scoreboard Remote

- **Contact Support:** From ScoreCam app, Settings -> Send Feedback/Bug Report (at bottom of the page).
- Online [Support and Help](#) (might be missing some of the latest features)
- This site: Frequently Asked Questions ([FAQ](#))
- [ScoreCam](#) and [Scoreboard Remote](#) Download links (Check the descriptions and "Version History" for some hidden gems)
- [Help Videos](#)
- Everything you need to know about [Live Streaming](#)

### Did you know?

- To access **Scoreboard Settings** quickly, you tap-and-hold the scoreboard
- You can tap the **Recording Timer Label** (at the top of the page) to quickly hide or show the scoreboard
- Not all scoreboards are created equal and you can make **modifications to customize** elements in the "Team Names, Colors & more" section in Scoreboard Settings
- **Family Sharing** of subscriptions are now supported (Apple finally allowed this feature in iOS 14.1 in December 3, 2020)
- To enable "**AE/AF Locked**," which will lock the focus and exposure on the camera, tap-and-hold on the screen. To disable "AE/AF Locked" (and enable Auto Focus), tap-and-hold on the screen again
- Selecting "**<none>**" for fields (i.e., Game Type, Description, Score Type, etc.) will remove those fields from the scoreboard--you do this by going to the "Team Names, Colors & more" section in Scoreboard Settings
- You can **disable Game Clocks and Shot Clocks** and they will not appear on the scoreboard--you do this by going to the "Team Names, Colors & more" section in Scoreboard Settings
- You should turn on "Do Not Disturb" when using ScoreCam to avoid phone calls and other interruptions. (see this [FAQ](#))

### Tips and Tricks

Fix uncommon or strange issues, usually caused by an install problem:

- Uninstall (delete) the app, restart the device, reinstall (download) the app
- NOTE: Make you have no videos in the "Recovered Videos" area (Tap ScoreCam's Library Icon > Recovered Videos) as these will be gone once you delete the app. Additionally, all your settings will be reset

# General

Unique solution ID: #1026

Author: ScoreCam

Last update: 2023-10-02 18:39