

## General

**After updating the Scoreboard Remote app the video on the ScoreCam device kept shutting off when I had my remote control connected to it. I also had difficulty connecting the remote to the ScoreCam recording device. How do I fix this?**

Sounds like there was an issue with updating the Scoreboard Remote and/or ScoreCam app. Try these steps:

1. Remove the Scoreboard Remote app and ScoreCam app from your devices ([How to delete apps on your iPhone, iPad, and iPod touch](#))
2. Restart the device ([Restart your iPhone, iPad, or iPod touch](#))
3. Reinstall the [Scoreboard Remote](#) and [ScoreCam](#)

NOTE: Make sure you have no videos in the "Recovered Videos" file as these will be gone once you delete the app. Additionally, all your settings will be reset.

Unique solution ID: #1052

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