

## 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 (or other weird, random issues). What's going on and what can I do to 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 and/or ScoreCam app ([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/or [ScoreCam](#)

Unique solution ID: #1052

Author: Paul

Last update: 2019-03-10 23:48