StreamersPro

User Guide

Version 2.0 · Build 103 · macOS 15 or Later

Contents

Getting Started 3
Picture and Timecode 5
Shows, Acts, and Cues 7
Editing Events 9
Appearance 11
Click Tracks 12
Export 14
Floating Overlay 16
Display Output 17
Saving and Profiles 18
Keyboard and Mouse 19
Licensing and Updates 21
Troubleshooting 22

Getting Started

StreamersPro creates conductor overlays and click tracks from a MIDI tempo and meter map. You can place streamers, punches, and flutters against picture, view them in conductor and audience windows, and export files for a recording session or concert playback system.

Work on a single **cue** or bring several cues together in a **show**. Each cue keeps its MIDI file and events together. If production supplies separate film files, create an **act** for each one; every act has its own film and cue timeline.

Create a Show

1. Choose **File → New Show**.
2. Choose **File → Reference Film → Link Film…** and select the approved picture, normally a QuickTime movie (**.mov**). Linking leaves the movie outside the project; **Import Film…** stores a copy inside it.
3. Open **Show Editor**. StreamersPro automatically detects the frame rate from the linked or imported video file. Check **Frame Rate → Match Film**, then set **Start Timecode** to the film's first-frame address and press Return.
4. Choose **File → Add MIDI Cues…** and select the MIDI files. Double-click a cue in **Cue List** to open it in **Cue Editor**. Check its **Start Timecode**: this places the first MIDI beat against picture.
5. Choose **File → Save** to name and save the show.

To work on one cue without creating a show, choose **New Cue…** on the welcome screen and select its MIDI file. You can edit and export it without a film.

Use a Stream Deck

In StreamersPro, choose **Help → Import Stream Deck Profile…** to open the included profile in the Elgato Stream Deck app. With a cue open, use the keys to control playback or add streamers, punches, and flutters at the playhead.

Find Your Way Around

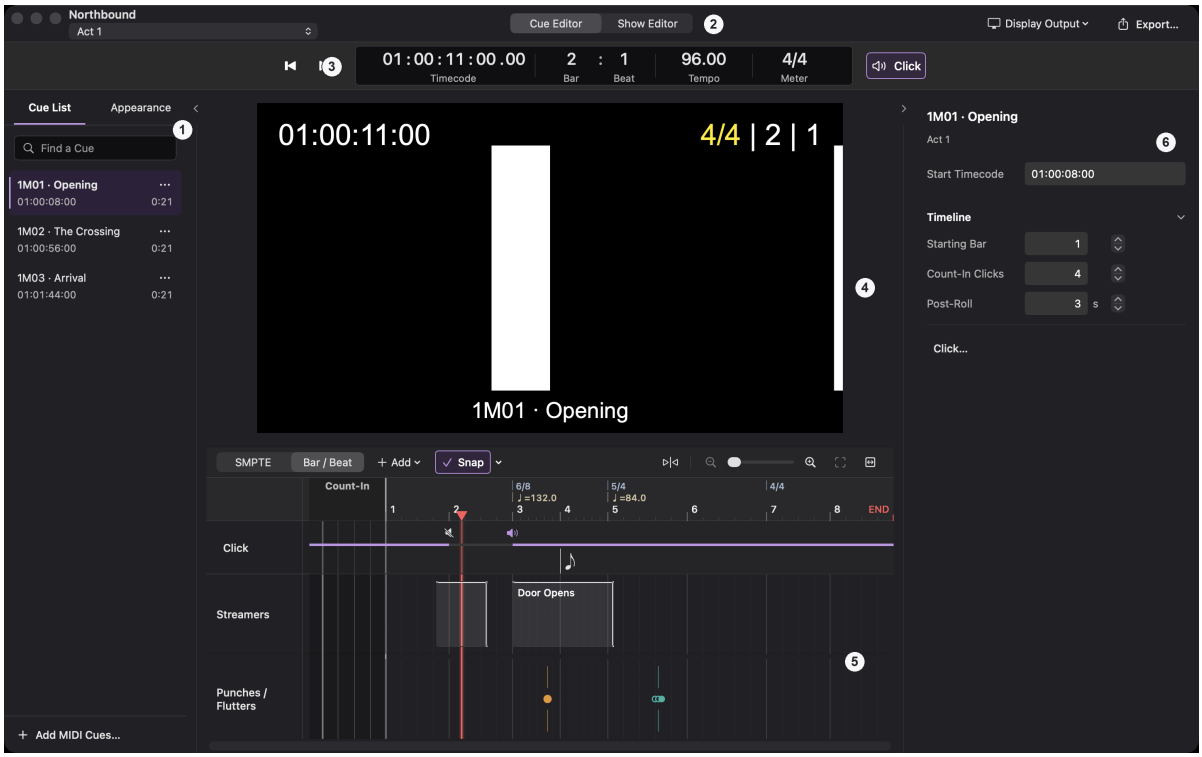


Figure 1. Cue Editor with both side panels open.

1. **Cue List** lets you switch cues. Open the neighboring **Appearance** tab to change the overlay design.
2. **Cue Editor / Show Editor** switches between editing one cue and reviewing the current act.
3. The transport shows timecode and musical position. Double-click a position readout to enter an exact address.
4. The preview shows the picture and overlays that the conductor will see.
5. The timeline shows the selected cue's events in Cue Editor. In Show Editor, it shows each cue's position and length in the film.
6. The inspector shows settings for your selection. Use the panel-edge chevrons or the **View** menu to collapse or reopen either side panel.

Choose a Workflow

Edit Cues

Add visual events and click changes, then review them against picture.

Export

Deliver individual cue files, a batch, or an entire act with conductor graphics.

Display Output

Show conductor graphics and clean picture in separate windows, using the editor's transport.

Picture and Timecode

Confirm the picture version, codec, frame rate, and first-frame timecode with production. For cue preparation and playback, a QuickTime MOV encoded as ProRes 422 or 422 LT is a practical choice.

Link or Import the Film

Choose **File → Reference Film**, then select how to add the movie.

Link Film…

The project reads the original movie without copying it. Keep the file and its drive available for playback and export.

Import Film…

The project stores one copy of the movie for the act, shared by all its cues.

Keep linked media fully downloaded on a local drive. Use **Replace / Relink** in Show Editor's **Reference Film** section to locate a moved file or select another picture version. If you edit with a proxy, its timing must match the approved master; recheck alignment after relinking.

To reduce an imported project's size, change its **Storage** to **Linked** and use **Save As**. The new project will use the external movie.

Set the Film's Timing

1. Select the act in **Show Editor** and check **Frame Rate**. **Match Film** uses the detected source rate. Choose a specific rate only when the workflow requires a different timebase.
2. Set **Start Timecode** to the address of the file's first frame, including any leader, and press Return. Confirm any timecode suggested from the movie against production's notes.
3. For 29.97 or 59.94 fps, set **Timecode** to the specified **Drop Frame** or **Non-Drop Frame** numbering.

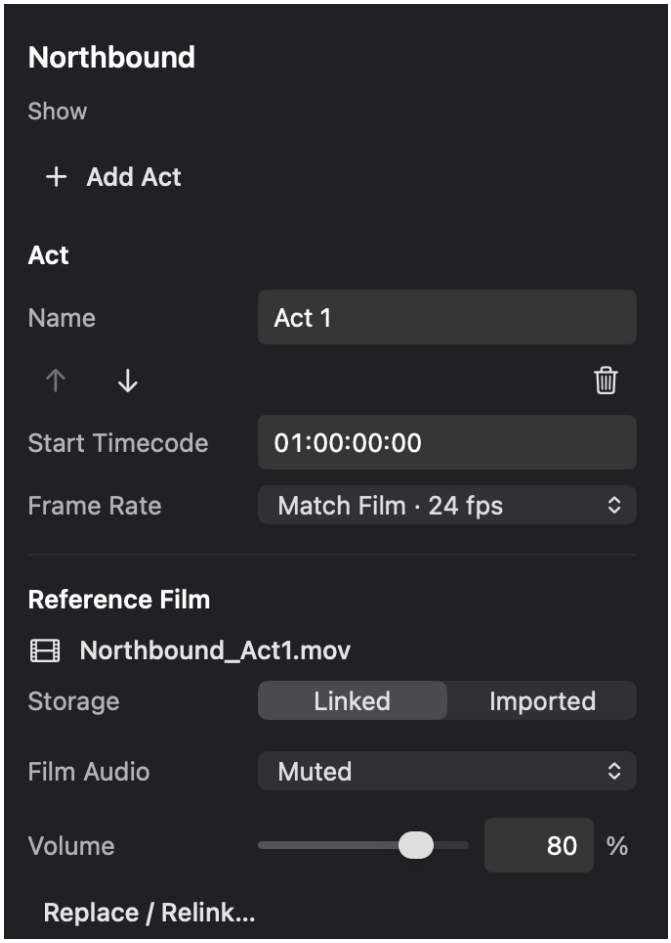


Figure 2. The act's Start Timecode identifies the film's first frame. Set individual cue starts in Cue Editor.

A manual frame-rate choice remains in effect when another film is linked or imported. With **Match Film** selected, replacing the film with one at a different rate prompts you to match it or keep the current act rate.

Matching keeps cue positions relative to the film and rounds them to frames at the new rate; it does not change playback speed. Choose a manual rate if the film's rate cannot be read or is unsupported for show timing. Drop-frame and non-drop-frame settings affect timecode numbering; use a cue's Start Timecode to correct its placement.

Check the Picture

StreamersPro fits the picture without stretching and uses SDR Rec.709 for display and export. HDR sources are converted to SDR. Letterboxing encoded in the movie remains visible: the **Black Bars** overlay can cover picture but cannot remove those borders.

Other Formats and MKV Compatibility

MP4 and M4V are also supported. H.264 and HEVC use less storage; check seeking and playback on the show Mac and use constant-frame-rate picture.

MKV linking supports H.264 or HEVC video with a declared frame rate and compatible AAC-LC, PCM, DTS/DTS-HD, or AC-3 audio without creating another movie. TrueHD, Opus, DTS:X object rendering, and MKV subtitles are unsupported. If a file is rejected, obtain a compatible MOV from production or convert a separate copy.

Shows, Acts, and Cues

Cue Editor handles each cue's timing and events. Show Editor brings the cues together against the act's film so you can review their placement, duration, and transitions.

Add an Act

Once the first act's film and MIDI cues are in place, add an act for each remaining film.

1. In **Show Editor**, choose **Add Act** and name the new act.
2. Link or import its film, check the detected frame rate, and set that file's first-frame timecode.
3. Add the MIDI cues belonging to this act.

Selecting an act switches the film, timeline, and Cue List together. You can rename or reorder acts in Show Editor. Export each act separately for assembly in your concert playback system.

Place a Cue

Double-click the cue in **Cue List**, enter its **Start Timecode** in the inspector, and press Return. This address belongs to the first beat in the MIDI file, even when that beat has a negative bar number.

Estimated Start… means the MIDI did not provide a usable start address. Choose it to review the placement, then enter the correct address or choose **Confirm** to accept the estimate. During export review, **Next Start** advances to the next cue that needs review, and **Return to Export** restores the export settings.

Starting Bar

Set the MIDI's first bar number, including zero or a negative number. This changes the bar numbering without inserting bars or moving the cue.

Count-In Clicks

Add clicks before the first MIDI beat. Leave this at zero when the MIDI already contains the count-in you want.

Post-Roll

The end label remains after the music and final visual event for this duration. The next cue's entrance can end the hold early.

Review Cues Across the Film

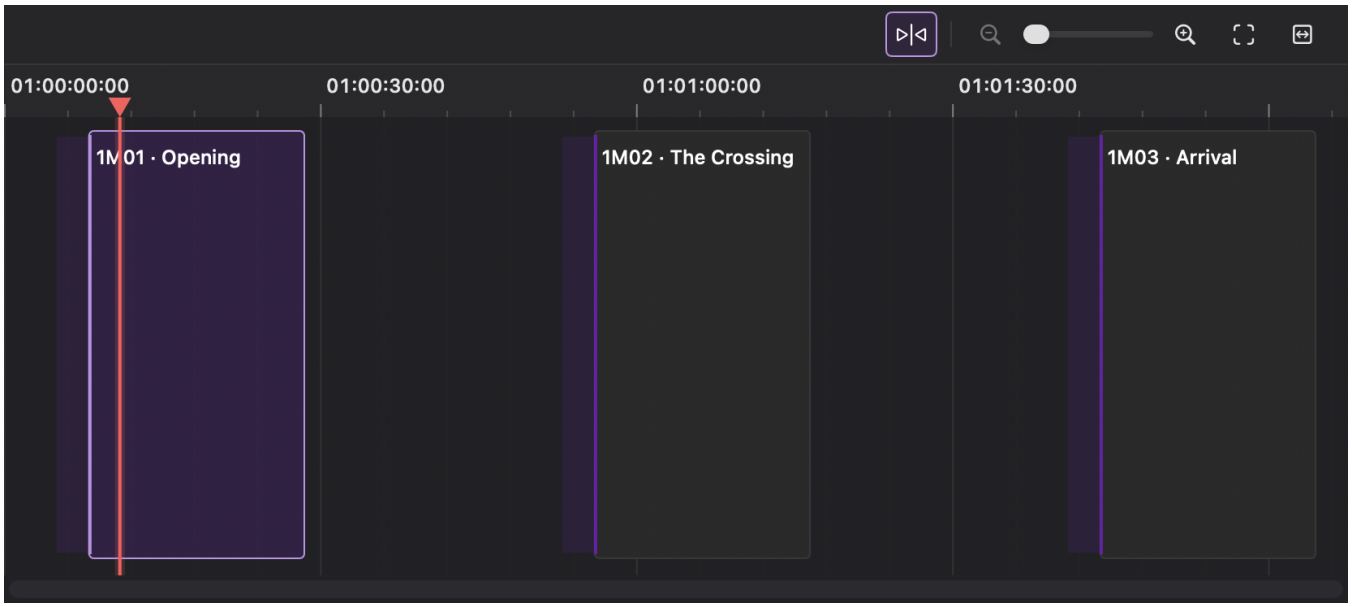


Figure 3. Each cue region spans its musical duration; the lighter extension shows its lead-in.

Click a cue region to select it and move the playhead, or drag across the timeline to scrub. Double-click a region to open Cue Editor. To change the cue's placement, edit **Start Timecode** in its inspector; dragging the region only scrubs.

Pinch the trackpad or Option-scroll to zoom. For an exact position, double-click the transport's **Timecode** readout. With the Show timeline focused, Left and Right move one frame; Shift-Left and Shift-Right move ten frames.

In Cue List, a single click selects a row; double-click or choose **Edit Cue** to open it. Shift-click selects a range, while Command-click adds or removes individual cues. The selection's actions menu lets you include, exclude, or remove those cues together.

Resolve Overlaps

Choose **Review Overlap…** to compare overlapping musical ranges, then use the edit button beside a cue to correct its Start Timecode. Count-ins and post-roll alone do not create overlap warnings.

During an overlap, only one cue supplies overlays and click. The most recently started musical cue takes priority. If the earlier cue's music is still running when the later cue ends, the earlier cue resumes.

Count Down to the Next Cue

The countdown reaches zero when the next cue's count-in, music, or first visual event begins, whichever comes first. This may be before bar 1, especially when the MIDI starts in an earlier numbered bar.

After a cue ends, its end label remains for the Post-Roll duration, followed by the countdown to the next cue. The next cue's count-in takes priority over this end hold, but music still playing in another cue keeps priority over the count-in. Edit the text and placement under **Appearance → Next Cue** and **Countdown**.

Editing Events

Use streamers, punches, and flutters to mark entrances, downbeats, and picture hits, with or without click. In Cue Editor, place each event at the intended sync point; a streamer's approach begins before that point.

Streamer

A vertical bar travels left to right, reaching the right edge at the event time. The optional Strike Zone marks this arrival point; changing its width does not move the hit.

Punch

A circular flash marks the event time. It can stand alone or mark a streamer's arrival.

Flutter

A cluster of circular flashes marks the event. The first flash occurs at the event time, with the remaining flashes following at an interval you set independently of the click pulse.

Add an Event

1. Pause in **Cue Editor** and move the playhead to the hit point. Double-click the transport's timecode or bar/beat readout to enter an exact position.
2. Choose **Add → Streamer**, **Punch**, or **Flutter**.
3. Select the event to edit its position and properties in the inspector.
4. Play from before the event to check the complete visual cue.

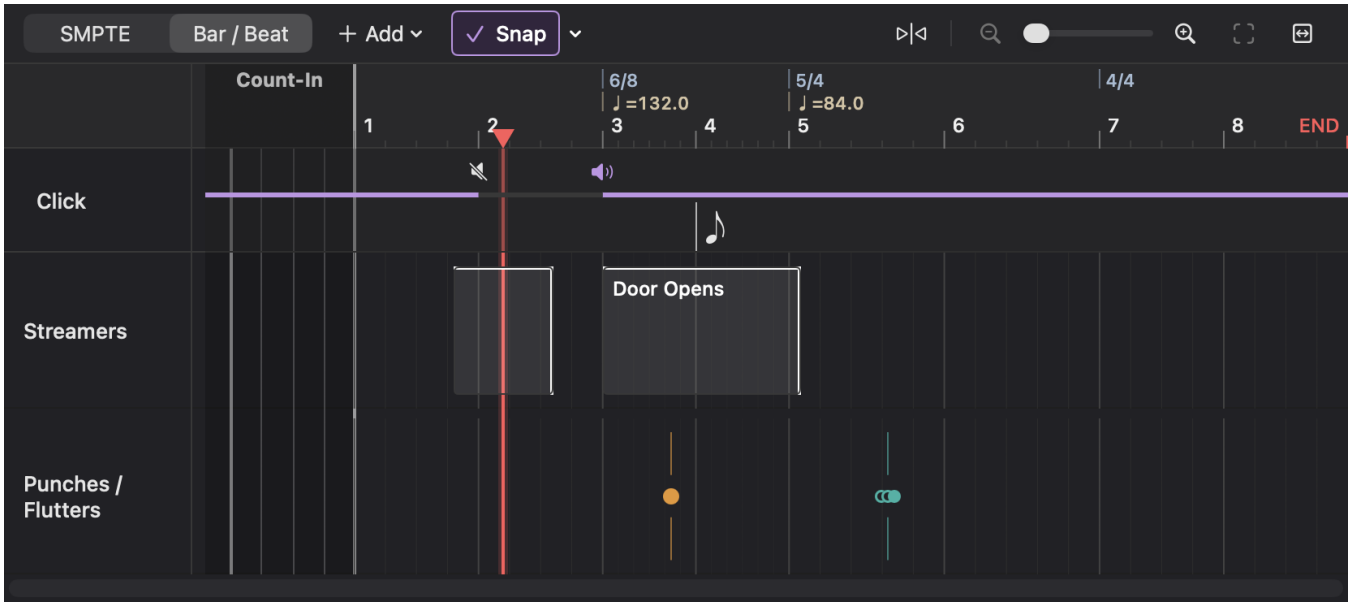


Figure 4. Streamer regions show their approach and arrival. The red END marks the cue's musical endpoint and the end of the Cue Editor timeline.

Choose **SMPTE** or **Bar / Beat** for the timeline ruler and grid. In Bar / Beat mode, adding a punch or flutter advances the entry position one beat; adding a streamer advances it one bar. To use markers already in the MIDI file, choose **Add → Convert Markers to Streamers**.

For a streamer, **Hit Time** is its arrival time in seconds from the MIDI start. Set **Travel** in Seconds for a fixed sweep, or in Quarter Notes or Bars to follow the tempo and meter map. Increasing Travel starts the sweep earlier while keeping the same hit point. A flutter's **Flashes** and **Interval** settings control the number and spacing of its flashes.

Select and Move Events

Drag an event to move it, using **Snap** to align it to the chosen grid. To move a group, drag a selection rectangle around the events, then drag the selection. Hold Shift while drawing another rectangle to add more events. Escape cancels a drag; Cut, Copy, and Paste work with one selected streamer at a time.

Use **Zoom to Selection** to focus on selected cues or events, or **Zoom to Fit** for the full timeline. During playback, **Follow Playhead** keeps the current position in view. Scrolling horizontally or zooming with the trackpad turns it off so you can inspect another passage. Turn it back on to return the view to the playhead.

Update the MIDI

Before replacing a cue's MIDI, decide which events should follow the revised music and which should stay at their current time. Set each event's **Lock To** option accordingly:

- **Music** keeps the event on its bar and beat when tempo changes move that position.
- **Picture** keeps the event at the same time within the cue. If the film has been recut, you will still need to check its placement against the new picture.

Choose **File → Update Cue MIDI…**, select the revised file, and review the proposed event positions. Correct any beats flagged because of a changed time signature before applying the update.

Import an Event List

Choose **File → Import Cue Events…** and select a UTF-8 CSV or TSV file. Map the list's **Timecode** column and any **Type** or **Label** columns. If it includes unique event identifiers, map that column under **Event IDs**.

The Type column can specify Streamer, Punch, or Flutter; without it, every row becomes a streamer. Review the preview before importing. The new events are locked to Picture.

Appearance

Select an overlay element under **Appearance** in the sidebar, then use the inspector to change its design. In a show, these settings apply to every cue and act.

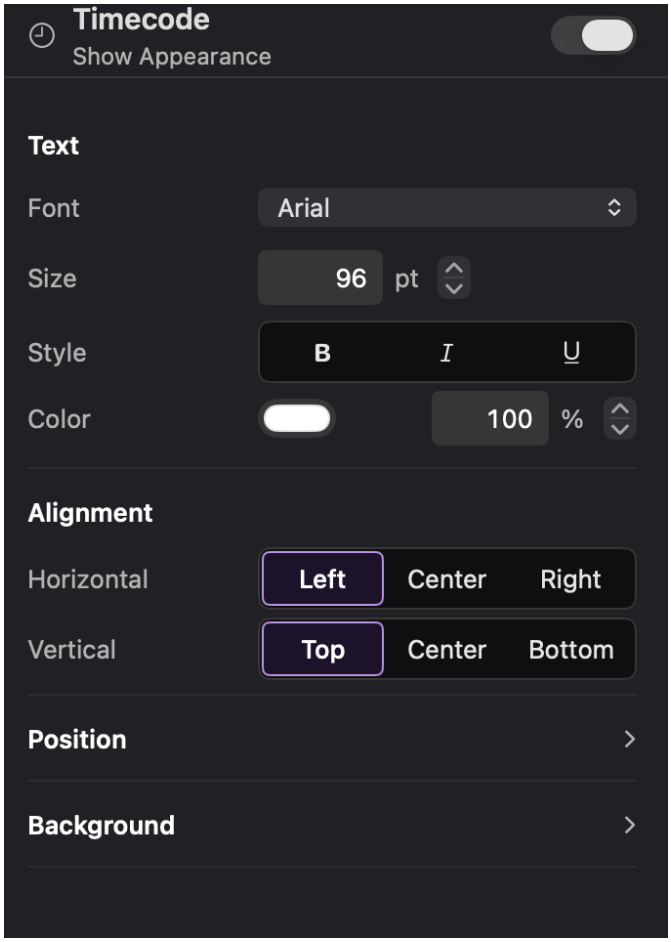


Figure 5. Timecode uses the same font, size, and alignment controls as the other text elements.

Style and Position Text

Set the font, size, color, and alignment in the inspector. Open **Position** for exact offsets or **Background** to adjust the area behind the text. Font sizes are based on a 1920 × 1080 picture and scale with the output resolution, keeping the same size setting consistent across text elements.

To position text directly, select it in the paused preview and drag it, or use the arrow keys for small adjustments. Shift-drag constrains movement to one axis; Shift with an arrow key makes a larger adjustment.

To change END or the count-in suffix, open **Counter → Labels**. Set the **Next Cue** and **Countdown** prefixes in their inspectors, or leave them blank to show just the name or time.

Choose Visible Elements

Visibility is shared by the preview, conductor output, Floating Overlay, and exported video. The audience display shows clean film. The **Punches** setting also controls the flashes at the end of streamers.

A warning beside a font name means that font is unavailable, so the preview uses a system font in its place. Choose an installed font before playback or export. The warning in Export opens the affected element. After the correction, **Return to Export** restores your delivery settings.

Click Tracks

Open **Click…** in the Cue Editor inspector to set **Default Pulse**, volume, and **Accent Downbeat**. The click follows the cue's MIDI tempo and meter map.

The transport's **Click** button controls local monitoring without changing the exported click track. To silence a passage in the click track, add Click Out and Click In events.

Set the Default Pulse

Default Pulse applies until the first pulse change. **Auto (Meter)** uses the notated beat in simple meters and the dotted beat in compound meters. **Notated Beat** always follows the denominator, giving eighth-note clicks in 6/8.

Auto (Meter) Examples

Meter	Pulse	Clicks per Bar
4/4	Quarter note	4
6/8	Dotted quarter note	2
9/8	Dotted quarter note	3
2/2	Half note	2
7/8	Eighth note	7

Auto does not infer irregular groupings such as 2+2+3 in 7/8. Choose a specific note value to keep that pulse across meter changes. Tempo still follows the MIDI, and the pulse restarts at the first beat of a new meter.

Add Pulse and Click Changes

1. Pause with the playhead at the beat where the change should begin.
2. In the Click inspector, choose **+ Pulse** and select a note value. Use **+ Click Out** for the first silent beat or **+ Click In** for the beat where click returns.
3. Check the event's **Bar** and **Beat**. Type a correction and press Return, or drag the event in the Click lane.

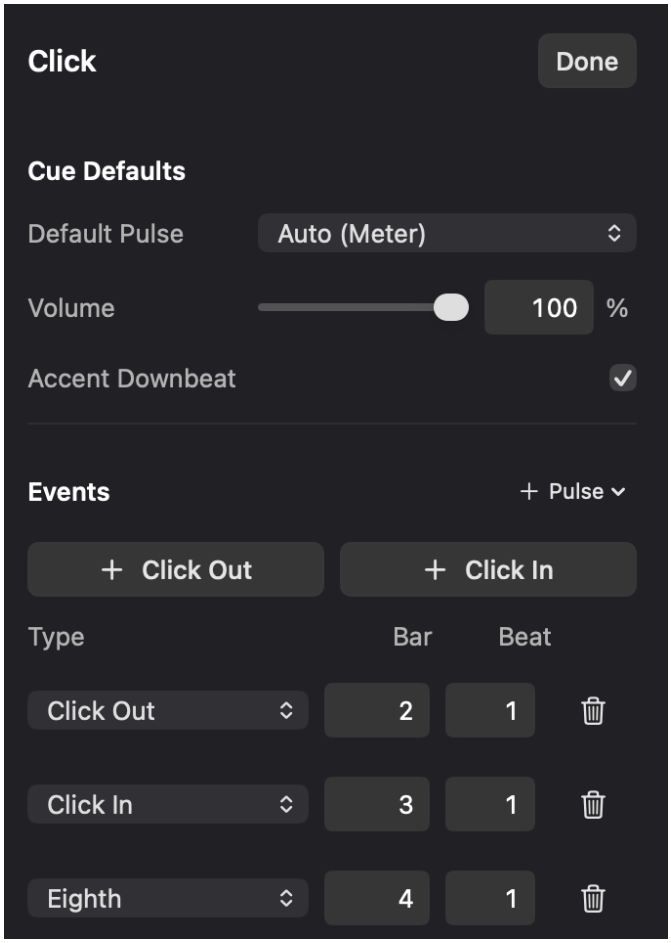


Figure 6. Cue Defaults sets the opening pulse. The Events list shows where the click stops, returns, or changes note value.

New events are placed at the nearest notated beat. A pulse change remains active until the next one and leaves Default Pulse unchanged. Click plays from the beginning of the cue to END unless a Click Out event silences it; each Click In starts a fresh pulse on its own beat.

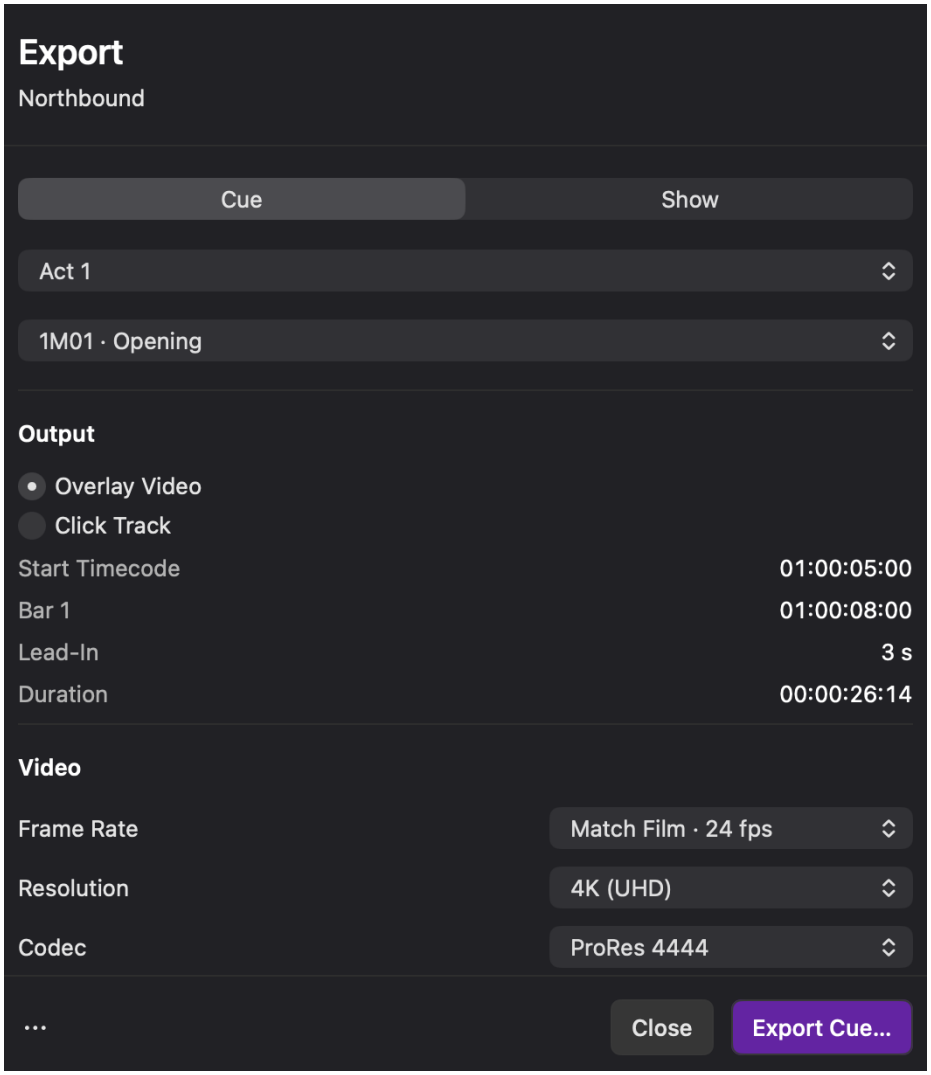
A pulse change can share a beat with a Click In or Click Out event, allowing the click to return with a new pulse. Each beat can hold one pulse change and one Click In/Out event; a new entry replaces the corresponding event at that beat.

Additional **Count-In Clicks** before the MIDI use the opening pulse, including a pulse change at the first MIDI beat. Click Out events do not silence these extra clicks. A count-in already contained in the MIDI follows the click changes within the cue.

Use the keyboard shortcuts for faster entry, or see Click Track WAV for export.

Export

Choose **File → Export…** or **Export…** in the toolbar, then select the cue or act you want to export. The Cue and Show tabs appear when a show is open; a standalone cue is already selected for export.



Export Scope

Cue → A Cue Name

One overlay movie or click WAV, including that cue's lead-in.

Cue → All Cues

A separate file for every cue in the selected act, including cues excluded from show playback.

Show → An Act Name

A continuous act export with gaps between cues.

Show → All Acts

A separate file for each act, using shared delivery settings.

Show export follows the act timelines. Each act produces a separate file; assemble the acts and any intermission material in your playback system.

Figure 7. This cue's export starts three seconds before bar 1 to include its lead-in.

Choose the Output

Film With Overlays

Available under Show, this exports the complete film with conductor graphics, from the first frame to the last. It preserves gaps between cues and ends with the film, even if a cue has additional post-roll.

Overlay Video

This exports a transparent MOV for compositing over picture. It contains the enabled graphics, including Black Bars and text backgrounds, without film or audio.

Click Track

This exports a click WAV. Individual cue files include their lead-in, while act exports preserve silence between cues.

Set Video Format and Frame Rate

For **Film With Overlays**, choose ProRes 422, H.264, or HEVC at 1080p or 4K. The result is a QuickTime MOV in SDR Rec.709. Under **Film Audio**, choose one source track or None. The selected track exports at its original level, regardless of monitoring volume; export generated click separately.

For **Overlay Video**, choose **ProRes 4444** or **HEVC With Alpha**. Check transparency over picture in the receiving application, particularly with HEVC. A movie player that does not display alpha may show black behind the graphics.

Use **Match Film** for the source video's rate, or **Match Project** when working without a film. For All Acts, **Match Each Film** uses each act's source rate and uses its project rate only if no film is linked. If a linked film is unavailable and its rate was not saved, relink it or enter the known rate manually.

Resolve any project/source rate warning before exporting: choosing a different output rate will not repair cue timing based on an incorrect project rate. Keep the film available throughout export and allow temporary space for a second movie as large as the result while its timecode is written.

Export a Click Track WAV

Choose **Click Track** and the format required by the session: **48 kHz, 24-bit Stereo**, **48 kHz, 16-bit Mono**, or **44.1 kHz, 16-bit Stereo**. The WAV includes your pulse changes, Click In/Out events, volume, and downbeat accent. Click ends with the music and does not continue through visual post-roll.

Spot the File at Its Export Start

Spot the file at the **Start Timecode** shown in Export. Count-in clicks or an approaching streamer can make this earlier than the first MIDI beat.

For example, at 24 fps, a downbeat at **01:00:00:00** with four seconds of lead-in produces a file starting at **00:59:56:00**. Adding more count-in or an earlier visual event changes that start, so check it again before delivery. The file cannot begin before timecode zero.

Movies and click WAVs contain timing metadata that the receiving application may use for automatic placement. Check the imported position, since this depends on that application's settings.

Batch Exports and Stills

With **All Cues**, StreamersPro creates a new folder of numbered files with placement timecodes in their names. Your chosen format applies to the batch; each cue keeps its own count-in, post-roll, and click events.

To export a framing still, enable **Black Bars** in Appearance, then select one cue and **Overlay Video** in Export. Open **Additional Exports** (the … menu) and choose **Export Black Bars PNG…** for a PNG with transparency.

Open the result in the receiving application and check its frame rate, start position, and audio selection. Review an early and a late hit, transitions between cues, and the final frame.

Floating Overlay

Floating Overlay shows transparent conductor graphics in a separate desktop window. It follows playback in StreamersPro. It does not follow another application's transport or synchronize with a DAW's video.

Position the Overlay

1. Choose **Display Output → Edit Overlay Placement…**, or press **Shift-Option-Command-O**.
2. Select the **Display**. Drag the overlay frame to move it and the lower-right grip to resize it, or enter **X**, **Y**, and **Width**.
3. Choose **Lock Placement** or **Close**. The border disappears, and clicks pass through to the window underneath.

Use **Center** or **Fit to Display** before making finer adjustments. X and Y are measured in display points from the display's top-left corner. With the placement controls active and no field being edited, the arrow keys move the frame one point at a time; hold Shift to move ten points.

Press **Option-Command-O** while StreamersPro is active to show or hide the overlay at its saved, locked placement. If a display disconnects, reconnect it or use **Choose Display…**, then show the overlay again.

The overlay appears over desktop windows. It cannot be added to a dedicated video feed that bypasses the Mac desktop.

Display Output

The **Conductor Window** shows the film with your conductor graphics. The **Audience Window** shows the film without overlays. You can open either window or use both together.

1. Open a cue or show, then choose **Display Output → Open Conductor Window** or **Open Audience Window**.
2. Drag each window to its display. Resize it as needed, or use the green window control to enter full screen.
3. Use the editor's transport to play, pause, or move to a position. Both windows follow the same playback position. In Show Editor they follow the selected act; switching acts changes the picture.

Use **Keep Conductor on Top** to keep the conductor window above other ordinary windows. Close either output with its window close button; the other output and editor remain available.

Film audio and click come from the editor's playback settings. The extra display windows are muted, so opening both does not double the audio. The audience picture is black when no film is loaded or the playhead is outside its duration.

For a concert running order, export the act films and click tracks and load them into your show playback system. For a recording session, export **Film With Overlays** and play that movie in the DAW.

Saving and Profiles

Choose **File → Save** to save a cue or show as a **.streamerproj** project. Use **Save As** to keep a separate revision, for example before replacing the MIDI or film.

If an unfinished field contains an invalid value, correct it or press Escape to cancel the edit before saving.

Turn On Autosave

Save the project once, then enable **Autosave Every Minute** under **StreamersPro → App Settings… → General**. Autosave updates the saved file, waiting until playback, export, and media loading or copying have finished. It does not apply unfinished typing.

Restore an Earlier Version

StreamersPro keeps up to 30 recent versions locally, including changes you have applied before the project's first save. Choose **File → Restore Version…** to open one as an unsaved copy, leaving the saved project intact.

After an unexpected quit, **Recover Projects** offers the latest available work. If it cannot be restored, choose **Earlier Versions…** to try another version. You can also choose **Not Now** and return later through **File → Recover Projects…**.

Recovery includes project data and MIDI, but relies on the original films. Keep a separate backup of those files. If recovery or saving fails, save to a working location before closing the project.

Reuse Settings With Profiles

Use a **profile** to reuse settings such as an overlay design or export format. Open **App Settings… → Profiles** to save the current settings. To apply a profile, select it, choose the categories to include, and choose **Apply Profile**. The built-in **Default** profile restores factory settings for the categories you select; it cannot be replaced or deleted.

Appearance applies across the show, while Cue Settings applies to the selected cue. The export category matches the current choice in Export: Cue Export, Batch Cue Export, or Show Export. Profiles contain settings only; MIDI, events, cue placements, and media remain in the project.

Move a Project to Another Mac

To move a show with its media, choose **File → Collect Show…**. Review the media from every act, along with the estimated size and any missing files. Leave all media categories selected for a portable copy, then choose **Collect…** and a new destination. Any category you deselect remains linked to its original files.

Open the collected **.streamerproj** on the destination Mac using the same or a newer version of StreamersPro. Check each act's media, fonts, displays, and audio output. Collection includes MIDI but does not include fonts, so install any missing fonts on that Mac.

Keyboard and Mouse

Use these shortcuts while working in the editors and not typing in a field. The full reference is under **Help → Keyboard Shortcuts…**.

Common Editor Shortcuts

Action	Shortcut
Play / Pause	**Space**
Return to Start	**Return**
Step Backward / Forward	← / →
Add a White / Yellow / Green / Red Streamer	**W** / **Y** / **G** / **R**
Add a Punch / Flutter	**P** / **F**
Toggle Snap / Click Monitoring	**N** / **K**

Navigate the Timeline

Click the timeline to give it keyboard focus. In Cue Editor, Left and Right step between beats or bars in **Bar / Beat** mode, or whole seconds in **SMPTE** mode. In Show Editor, they step one frame; hold Shift to step ten frames.

Insert Click and Pulse Changes

While paused in Cue Editor, press **I** for Click In or **O** for Click Out at the nearest notated beat to the playhead. Number keys insert a pulse change there, leaving the cue's Default Pulse unchanged. Hold Shift for a dotted note value.

Pulse Changes at the Playhead

Key	Pulse	With Shift
3	32nd note	Dotted 32nd note
4	Sixteenth note	Dotted sixteenth note
5	Eighth note	Dotted eighth note
6	Quarter note	Dotted quarter note
7	Half note	Dotted half note
8	Whole note	Dotted whole note
0	Auto (Meter)	-

Edit Values and Make Selections

Press Return or Tab to apply a number you have typed, or Escape to restore its previous value. For continuous adjustment, drag the field’s label or unit; hold Option for smaller changes or Shift for larger ones. You can also adjust a selected numeric field with Up and Down.

With Cue List focused, Up and Down move the selection and Return opens the cue. Shift with an arrow key extends the selection, while Command-A selects all visible rows. Escape clears a cue search.

Cue Editor and Show Editor use the same fixed timeline height. Drag a sidebar edge to change its width, or double-click the edge to restore the default. With a sidebar divider focused, use Left and Right Arrow to adjust its width.

Licensing and Updates

Activate or Move a License

Enter your purchase key in the activation window and choose **Activate**. Connect to the internet to activate. You can then use StreamersPro offline for 30 days after its last successful license check. Open it while connected to renew those 30 days. Your purchase does not expire.

Existing StreamersPro customers receive version 2 at no additional charge. Use your original key. An installed license transfers automatically when the migration service is available.

To move an activation, open **StreamersPro → Manage License…** and choose **License → Deactivate This Mac…**. Save your project first. If the old Mac is unavailable, choose **Manage Devices…** and sign in with the purchase email to release its activation.

Update StreamersPro

Choose **StreamersPro → Check for Updates…** to download and install an update. Finish playback, export, or saving first. The installer relaunches the app; you can save unsaved changes or cancel before it quits.

In **App Settings… → General → Updates**, choose whether to check automatically. Enable **Include Beta Versions** only if you want preview releases. Turning this off returns future checks to stable releases; it does not reinstall an older version.

If a development build reports that updates are not configured, install the current release from the StreamersPro website. Builds without an updater require this first manual installation.

Troubleshooting

The Picture and Cues Drift Apart

If the error grows during playback, check the picture version, source and project frame rates, and drop-frame or non-drop-frame numbering. A constant offset points instead to cue placement or delay in the display or audio path. Check the actual display and audio output together.

An Exported Cue Starts Before Bar 1

Count-in clicks or a streamer's approach can put the file's start before bar 1. Spot it at the **Start Timecode** shown in Export. Changing Starting Bar only relabels the MIDI; it does not move the exported file.

The Click Is Silent

Check the **Click** button, output device, volume, and any Click Out event at the current position.

A Streamer Arrives Without a Flash

Enable **Punches** in Appearance. This setting controls streamer-end flashes as well as individual punches.

A Linked Film Cannot Be Found

Reconnect the drive or finish downloading the file, then relink it. Use **Replace / Relink** under **Reference Film** in Show Editor. When relinking a film, select the same production version to preserve cue alignment.

Floating Overlay Is Missing or Blocks Another Window

Check the overlay's display assignment and choose **Show Floating Overlay**. If another app's full-screen view covers it, use that app in a window. To click through the overlay, choose **Lock Placement**.

An Export Contains No Film or Sound

For a movie containing picture, choose **Show → Film With Overlays** and select a **Film Audio** track if you need its sound. **Overlay Video** exports graphics only. Generated click is exported separately as WAV.

Contact Support

Choose **Help → StreamersPro Support & Feedback…**. Include the app build, macOS version, the steps that led to the problem, and any relevant media or device details.