

User Guide

KaraPlayer 4.2.0 | 27 September 2026

This guide explains how to prepare a venue, manage singers and run a karaoke show with KaraPlayer. It updates the 4.0.38 guide for the current desktop application and the accompanying online-request features.

Use the Quick Start Guide for your first setup. Use this guide to understand the options, choose the right workflow and troubleshoot a problem. Complete your sound and display checks before relying on a new setup at a show.

The desktop library and playback use your own media files. KaraPlayer Online is an optional hosted service for songbooks and phone requests. Phone and website features also require the matching website updates; installing the desktop program does not update the website.

Changes covered in this edition

- Personal song queues attached to individual Live entries, the queue destination choice and the compact additional-song indicator.
- Singer notes from Live, repertoire notes, a read-only repertoire preview in Singer Management and clearer singer selection.
- Presenter messages, optional background phone alerts and connection-restored notices.
- Fill-library artist tags and continued scrolling, outgoing-track fades, intro timing, Hold Fill and intensive timing analysis.
- Queue time including the current performance, venue renaming and previous-event history.
- Clearer Songbook information and compact website administration sections.

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1 Installation and first launch

What you need

Use a Windows x64 computer with the .NET 8 Desktop Runtime, reliable power and access to your karaoke and fill-music files. MP4 display uses Windows Media Player components. Connect and test the audio equipment you will use at the venue. A separate audience monitor or projector lets guests see lyrics while you keep the presenter controls private.

KaraPlayer supports matched MP3+G files, supported zipped karaoke files and MP4 karaoke videos. It does not supply your karaoke collection. Keep MP3 and CDG partners together, with identical filenames apart from the extension.

The installer includes the FFmpeg components used for MP4 compatibility handling. You do not normally need to install FFmpeg separately or change its files.

Install or update safely

1. Before updating an existing installation, use **Settings > Backup / Restore** to create a backup. Keep your media backed up separately.
2. Stop playback and close KaraPlayer.
3. Run the official versioned installer and follow its prompts. Use your existing installation location when updating.
4. Open KaraPlayer, choose the venue and check the version and venue shown in the title bar.
5. Check your library, queue, singers, outputs and audience screen. Test a complete performance and its fill transitions before a live show.

Avoid updating immediately before the first singer. Keep the previous installer and a known-good database backup until you have checked the new version. A signed installer verifies its publisher and integrity; it does not replace your equipment checks.

Choose the venue and show

At startup, select an existing venue or **Add New Venue**. Use a recognisable, consistent name. The venue is the location record; the show is a session at that venue. Queue entries belong to a show. Follow any resume or new-show choice offered by the application rather than starting a duplicate session unintentionally.

Check the active venue before you add singers, publish songbooks or open phone requests. Changing a name is not the same as creating or switching to a different venue. Do not create a second venue simply to correct a spelling.

Display and audio preparation

In Windows, set the audience display to **Extend** rather than mirroring your desktop. In KaraPlayer, open the audience screen and verify where it appears. Select the intended karaoke and fill outputs in Settings and test at a modest level before raising the sound-system volume. Recheck routing after reconnecting USB audio devices.

2 Find your way around

The main tabs

Tab	Main purpose
Live	Search, queue singers, call the next singer, play karaoke and control the audience display.
Fill Music	Browse music, arrange the live fill queue and manage saved playlists.
Online Requests	Review phone requests, match singers, send messages and control request availability.
Audience Screen	Set up the public display, backgrounds, QR code and ticker.
Repertoire Management	Work with a singer's songs, versions, usual audio settings and history.
Singer Management	Identify singers, edit names and notes, preview repertoire and merge duplicates.
Songbook	Publish online catalogues, assign them to venues and save or print QR codes.
Venue Management	Maintain venue records and view previous events.
Library	Select and scan karaoke media and import downloaded songs.
Settings	Configure outputs, appearance, call behaviour, backups and other application options.

Stay on Live for the main running order and playback controls. Use the management tabs for preparation and corrections. A singer record, repertoire song, Live entry and phone request are related objects, but they are not interchangeable.

Four terms that matter

Singer record means the saved identity and notes for a performer. Two people may have the same name, so use repertoire and history to distinguish them.

Live queue entry means one row in the running order. A singer can have several separate entries at different positions.

Singer song queue means the list of songs attached to one particular Live entry. It contains that entry's current song and any additional songs. It is not automatically a collection of every Live row with the same singer name.

Online request means a submission from a guest's phone. Its link to that phone enables request-page updates and, where available, messages and alerts. Merely choosing a local singer with the same name does not create a phone connection.

Selecting and reading rows

Click the intended row before using an action. Read the singer, song, artist, disc and audio settings together, especially when titles repeat. Sorting a management list helps you find data; arranging Live rows changes the running order. A disabled action usually means its requirements are not met, such as no selected singer, no playable song or no eligible linked phone request.

3 Venues and show history

Maintain venue details

Open **Venue Management**, find the venue and select it. Edit its name or notes and save. Renaming the active venue refreshes its name elsewhere in the current application, including the title and online-request display. It does not require a new venue code or a second venue record.

Historical event names can remain as recorded for those events. A historical name is not evidence that the current venue rename failed. Check the active title and current venue controls when confirming a rename.

Archive venues you no longer use rather than creating replacements or destroying their history. Use the archived view to restore one when needed. Clear any search filter if an expected venue is missing.

View an earlier event

1. Select the venue in Venue Management.
2. Choose **Show History** and select the previous event you want.
3. Choose **View event** to see its recorded performances.
4. Select another event to compare what happened on a different night.

History is a read-only record, not a command to reload an old queue. A previous event may contain no songs. Imported repertoire is not the same as a recorded performance at a show. A history entry may remain even when its media file is no longer available.

Use the event date and venue to identify the right show. Do not rely on a singer name alone when several singers or events have similar names. For an incorrect current queue, return to Live; changing a historical display will not repair the running order.

Starting another show

Use the application's new-show workflow only when you intend to begin another session. Check that playback has stopped and finish any outstanding work first. Confirm the selected venue and online request status again after changing sessions. Requests, limits and opening settings should be checked for the actual venue you are running tonight.

4 Build and maintain the karaoke library

Choose the correct media location

Connect the library drive before scanning. In **Library**, check the active drive and karaoke folder. **Detect Library Drives** helps locate registered libraries; **Validate Active Drive** checks the selected drive. If more than one recognised library is connected, choose the correct one rather than assuming the drive letter identifies it.

Keep the collection in a stable folder structure. A database entry is a catalogue record, not a copy of the song. Unplugging or moving the media can leave searchable records whose files cannot be played.

Scan and import

1. Choose the top-level karaoke folder.
2. Check **Filename format** and its preview so disc, artist and title are interpreted correctly.
3. Include zipped MP3+G files if they are part of your collection.
4. Scan the folder and review valid tracks and any warnings. Complete the import step when offered.
5. Search several known tracks in Live and test representative MP3+G, ZIP and MP4 files.

A quick catalogue scan finds files and metadata. It is different from the optional **Intensive Scan**, which analyses timing. Run the ordinary scan first when adding new files.

If a queued file is unavailable, reconnect and validate the correct drive before removing or replacing the queue entry. A missing file warning may simply mean the media drive is absent. If you reorganise the collection, back up first, refresh the catalogue and check existing repertoire references afterwards.

Downloaded songs

Set the **Downloaded Songs Intake Folder** to the location where you keep new purchases, then use **Import Downloaded Songs**. Review the result rather than assuming a copied file has become a usable catalogue entry. Check paired audio and graphics and any supplier naming differences.

After substantial catalogue changes, publish the relevant online songbook again. Updating the local library alone does not guarantee that guests see the new selection on the website.

Intensive timing scan

Use **Intensive Scan...** for catalogued MP3+G tracks, including supported loose and ZIP files. MP4 files are excluded from this scan. It measures audio and lyric-wipe markers used by transition timing; it is not a replacement for listening to unusual tracks.

Stop karaoke and fill playback first. Do not run an intensive scan during a gig. Choose **Estimate scan time**, review the estimate and continue when you have enough time. Large collections may take hours. **Stop - resume later** preserves completed results. Normally leave **Reanalyse all (including cached tracks)** off so valid saved results can be reused; enable it only when you want those tracks analysed again.

5 Songbooks and venue QR codes

Local media and the online catalogue

Your online songbook is what guests can browse. The local library is what KaraPlayer can actually play. Keep them in step: a title in an uploaded CSV does not provide the corresponding media file on your computer.

The Songbook heading shows the active venue, venue code and public-request state. Use this heading to check context before copying a link or changing an assignment. The public-request status is shown there rather than repeated at the bottom.

Publish and assign a songbook

1. Check your local library and the selection you intend to publish.

2. In **Songbook**, use **Upload Master** for the master catalogue, or prepare a named catalogue using **Export CSV** and **Upload Named CSV**.
3. Wait for the upload to finish. Use **Refresh** if you need to reload the available online songbooks.
4. Under **Venue Songbook Assignment**, choose the venue and the online songbook, then click **Assign**.
5. Check the assignment summary and open the public link on a phone. Search for a known included song and, for a filtered catalogue, a song you intended to exclude.

Named songbooks let you maintain different selections for different venues. Keep a copy of your exported CSV before editing it and preserve the expected columns. Confirm the uploaded name and song count before assigning it.

Master replacement and deletion

Uploading a new master replaces the master songbook. The **Delete Online Songbook** list is for named songbooks. Before deleting one, check which venues use it and arrange a suitable replacement. Deleting an online catalogue is not the way to delete karaoke media from your computer.

Share the venue link

Use **Copy Link** for messages or a website, **Save QR** for an image, and **Print QR** for printed material. Test the saved or printed QR code with a guest phone. Make sure it opens the intended venue rather than a previous venue you used.

Publish the QR code where guests can read it and display it on the audience screen if appropriate. Check request opening separately: a guest may be able to browse the songbook while requests are closed. Changing a songbook assignment does not by itself mean that requests are open.

6 Singer records and notes

Identify the right singer

In **Singer Management**, search and select the performer. The compact summary shows Singer ID, display name, repertoire count, total performances and last used time. Below it, the scrollable **Repertoire (read-only)** grid helps distinguish people with similar names. Its song, artist, disc and type information is for identification; edit the repertoire in Repertoire Management.

The older manufacturer-preference instructions do not apply to the current singer screen. Choose the actual track version when selecting a song. Do not assume that matching a singer name also chooses the right backing track.

Edit names and notes

Change the display name or notes and use **Save Singer Details**. Keep notes practical and relevant, such as a pronunciation reminder or a way to distinguish two regulars. Notes belong to the saved singer identity, not only to one performance or one Live row.

During a show, right-click a Live queue entry and choose **Singer notes...** You can also right-click the current performance singer name. Enter the note and choose **Save notes**, or cancel to leave it unchanged. If the application reports that the notes changed elsewhere, close and reopen the editor before saving over newer information.

Hover over the singer-name cell in Live to read the notes. A blank note does not produce an extra message. Hovering over the song-title cell serves a different purpose: it reports additional songs attached to that particular entry.

The repertoire workflows also provide a singer-notes area. Notes are saved when you change the selected singer or leave the relevant editor. In the singer chooser, **Clear Singer** clears the selection; it does not delete the singer. Check the newly selected singer before continuing.

Merge duplicate singers

The **Merge Singers** panel is at the bottom of Singer Management. Select the singer to remove as **Source** and the singer to retain as **Target**. Review **Preview Merge** before confirming **Merge**. Cancel if they may be two different people.

Back up before merging or deleting singer records. A merge joins identity-related records; it is not a way to combine selected Live queue rows into one running-order position. The same person appearing several times in tonight's queue does not, by itself, mean you have duplicate singer records.

Import singer repertoire

Use **Import Singer CSV** when bringing in repertoire records. Review the preview, choose or create the correct singer for the current venue, and inspect matched tracks. Use **Choose Match** for an uncertain row or **Skip Row** when you cannot safely identify it. **Import Matched Rows** should follow your review. An imported song list is not evidence that the singer performed those songs at a recorded event.

7 Repertoire and choosing a queue destination

Work with saved songs

Select a singer in **Repertoire Management** to see their songs. Use the repertoire filter to find a title. Check the artist, disc and media type so you select the intended version. **Edit Details** stores that singer/song's usual key, tempo and notes. **View History** helps you review previous performances. **Remove Version** changes the repertoire record; read the confirmation before proceeding.

Saved audio settings are a starting point for that singer and song. Check them when queuing a track, and adjust the current performance if the singer asks for a change. Different recordings of the same title may have different arrangements or keys.

The Add Song choice

Select the repertoire track and click **Add to Queue**. The popup lets you choose the destination before anything is added:

Choice	What it does
Add to queue	Uses the normal queue-add workflow, including existing retained-singer or placeholder routing where applicable. It is not a promise to create a separate row every time.
Add to singer queue	Appends the selected song after the songs attached to an eligible existing entry for this singer. It does not move the entry or combine other entries.
Cancel	Adds nothing.

Add to singer queue is enabled only when this singer has an eligible waiting or interrupted entry with a song in the current show. A no-song placeholder, the currently playing entry or a held reserve/missed entry is not the destination for this shortcut.

When the singer has more than one eligible entry, this repertoire shortcut chooses the **first eligible entry in queue order**. The popup identifies its first song. Read that detail before confirming. It does not ask you to choose among all of the singer's entries. To work on a particular different entry, return to Live, select that row and use **Edit Singer / Audio** and its song-queue controls.

If the show or target entry changes while the popup is open, the addition can be rejected. Select the song again after checking the current queue. Do not repeatedly click an uncertain action without first checking whether the song was added.

Example with several entries

David has separate Live entries for three songs. You add two more songs to the first entry's personal list. The first row gains a ▶ 2 indicator; David's other two rows stay where they were. No automatic collapse or merge takes place.

The indicator counts **additional songs**, excluding the displayed song. **David ▶ 2** therefore represents three songs attached to that entry in total. A single-song entry has no indicator. It is a compact display marker, not a separate expand button.

8 Run the Live queue

Add and edit entries

Use **Add a Singer** or start from a library search result. Select the saved singer or deliberately create a new one, choose the track and check starting key and tempo. A no-song placeholder can reserve a singer's place while you decide on a song, but it cannot be called or played.

Select an existing Live row and use **Edit Singer / Audio**, or double-click the entry, to review it. Check the row's song as well as the name: several entries may belong to the same singer. Your action applies to the selected entry, not automatically to all matching names.

Personal song queues

Keep singer in queue after singing retains a singer's place in the ongoing rotation and allows songs to be attached to that entry. Use the singer song-queue controls in the edit workflow to add, remove or reorder its songs. Reordering that list changes which song the entry presents next.

After a completed performance, the performed song is removed from that personal list and the next song can become the entry's current song. If no song remains, the retained singer may be represented by a no-song placeholder. Assign a song before trying to call or play it. An interrupted performance is handled differently from a completed one, so check the current song before resuming.

Turning off the keep-singer option when a personal list contains several songs can remove the remainder while keeping only the current song. Read the warning; do not use this switch merely to hide the indicator.

Indicators and hover information

What you see or point at	Meaning
David ▶ 2	This entry has two songs after its displayed song. Other David entries are separate.
Singer name hover	The selected singer record's notes.
Song title hover	For an entry with extra songs, the count, for example “2 additional songs in their queue”.
No song assigned	A placeholder requiring a song before it can be called or played.
Missing-file warning	The catalogue entry cannot currently resolve to a usable media file. Check the drive and folder.

Arrange the running order

Use **Move Up**, **Move Down**, drag-and-drop or the right-click **Make next singer** action when appropriate. **Fair Rotation** rearranges the queue using the application's rotation rules; review the result before calling the next singer. **Remove** or the Delete shortcut removes the selected entry through the confirmation workflow.

Missed and reserve entries are held apart from the active queue. Check a singer's readiness before returning an entry to active use. A holding separator is not a song and cannot be played.

Adding a song to one entry's personal list does not automatically combine that singer's other Live entries. Keep separately spaced turns when that is your intended running order.

Read the time estimate

The queue heading shows the song count and approximate time. Its time includes the **full remaining current karaoke file**, not just the time until fill music is expected to start, and takes current tempo into account. Do not add the current track's remainder again when estimating the show.

It remains an estimate. Unknown durations, pauses, introductions, singer delays, changes in tempo and queue edits affect the actual finishing time. Do not promise a guest an exact start time from this number.

9 Calling singers and controlling karaoke

Call next behaviour

Choose the call-next mode that fits your presenting style:

- **Ask** prompts before eligible automatic calls.
- **Auto** permits eligible automatic calls without that prompt.
- **Off** disables automatic calling.

Call Next Singer is the intentional manual control. The first eligible active entry must have a song. Moving rows does not make a placeholder playable. Use **Call Singer Again** or **Change back to Queued** where offered when a called singer needs to be recalled or returned to waiting.

The audience ticker and eligible phone notifications help call singers, but neither confirms that a singer is standing at the microphone. Keep a manual announcement method available. Review the configured notification trigger percentage before a show rather than changing it to solve an unrelated phone-permission problem.

Playback controls

Play starts the selected or loaded performance. **Pause** suspends playback; **Restart** returns to the beginning. **Stop** ends playback through the application's queue/performance workflow. Read any completion or interruption choices carefully so a rehearsal or false start is not handled as a completed song unintentionally.

The position control seeks within the current track. After a large seek, check both sound and lyrics or video. Use the controls for the current performance, not an unrelated row in the waiting queue.

Key and tempo

Choose starting audio settings before adding or editing a song. During playback, use Current Performance to adjust key and tempo. Keep changes modest enough for the singer and backing track, and listen to the result. The queue's Audio column helps identify entries with non-default settings.

Usual settings can be stored for a singer/song in Repertoire Management. They do not mean that every version of a similarly named song is interchangeable. Check the actual disc and media version when reusing a setting.

MP3 plus graphics and MP4

For MP3+G, audio and graphics files must remain accessible together. Lyrics may legitimately continue after audible music ends. Automatic fill handover should not be mistaken for a requirement to close the audience graphics early.

MP4 compatibility handling can create a local lossless remux copy using bundled FFmpeg. The original media remains the source. Allow preparation to complete, especially on the first use of an unfamiliar file. If a specific video fails, record its filename and the displayed error rather than renaming or deleting the original during the show.

10 Fill music library and playlists

Scan the fill collection

Choose the fill-music folder and use **Scan/Rescan**. Ordinary music tracks belong here; the karaoke catalogue and the fill library serve different purposes. Check a few familiar artists after a scan.

Artist and title information are read from available MP3 tags, with fallback between supported tag versions when fields are missing. Search can also find a file through its filename, so a search match is not proof that it has a complete Artist tag. If the artist is still blank, inspect the file's tags and rescan after correcting them. Previously saved catalogue information may need a rescan to pick up improved tag reading.

The fill library initially loads a batch of results. Scroll towards the bottom to load further matching rows; 2,000 is not the final result limit. Changing the search starts a new result list. Give the background loading time to complete before deciding a track is missing.

Build the live fill queue

Select tracks in **Fill Music Library** and use **Add to Queue**. In **Live Fill Queue**, use **To Top**, **Up**, **Down**, **Remove** or **Shuffle** to arrange what plays next. Check Now, Next and the time display before using transport controls.

Use the play, skip and stop controls deliberately. Manual skipping and stopping are not the same as the normal end-of-track transition. Set the fill output and volume for background music rather than assuming its level should match karaoke.

Saved playlists

Use the saved-playlist selector and **Load** for a prepared list. **New**, **Rename** and **Delete** manage saved playlists; **Save** stores the live arrangement through the supplied workflow. Review the live queue after loading a list so you know which tracks will play next.

Removing a queue item or saved playlist is not the same as deleting the media file. Conversely, moving a music file can make a playlist item unavailable. Keep the fill folder connected and check playlists before a show.

Preparation habits

Prepare a suitable playlist before guests arrive. Keep enough tracks for longer gaps, and listen for unusually quiet starts or long silent tails. Correct files and metadata during preparation time. If you notice a transition fault, note the outgoing and incoming titles and approximate time; that is more useful for support than a general report that fill music failed.

11 Fill automation and transitions

Choose the operating mode

Auto-start between singers enables automatic fill playback between performances. When it is off, operate fill manually. Dependent options may be unavailable when their required automation mode is off.

Fill intro silence allows fill to cover the silent introduction before karaoke audio starts. The aim is to finish the fill fade before the karaoke becomes audible, rather than waiting for a visual countdown to reach zero.

Pause during karaoke controls whether interrupted fill is paused for later resumption rather than discarded through the normal stop/advance behaviour. Test the combination of these options with the way you run your show; changing several at once makes an unexpected result harder to explain.

Fill track to fill track

The outgoing fill track fades near its effective end. The incoming fill track starts at the configured fill level; it does not need a separate fade-in. “Full level” here means the normal fill volume you have set, not an instruction to turn the mixer to maximum.

The normal transition is scheduled around the audio end, rather than relying only on the visible countdown reaching 0:00. Preparation, missing files or unusual endings can affect a handover, so use representative tracks in your sound check.

Fill music into karaoke

KaraPlayer prepares the handover around the karaoke audio start and fades fill down before the performance becomes audible. Intro-fill mode can keep background music going through a silent lead-in. The intended separation includes a short gap before karaoke audio; do not expect every file's transition to happen at the same displayed position.

If fill overlaps the singer's backing audio, record both tracks and the time, then keep the diagnostic log. Check that the chosen automation mode is what you intended. Avoid repeatedly changing settings during the same failing transition.

Karaoke back to fill

Automatic handover can use detected audio timing while the karaoke graphics finish. The **Fill start threshold** changes when an ending is treated as quiet enough: a higher setting starts fill earlier. The default is 6%, with a 1% to 15% range. This is a detection threshold, not the fill output volume.

Use conservative adjustments and test quiet endings. A higher threshold is not universally better; it can affect tracks whose final passages are intentionally soft. The full current-file remainder is still included in the Live queue time even if fill starts before its graphics finish.

Hold Fill for exposed endings

For supported MP3+G playback in the relevant automatic intro-fill mode, **Hold Fill** helps protect an ending where singing continues without accompaniment. **Fill Held** shows the held state. The choice is saved for that track, so review it when reusing the track later.

The button is unavailable when its conditions are not met or the ending handover has already begun. It is not an MP4 control. Right-click it and choose **Restore automatic detection** to remove a manual override and return to the automatic decision. Use this as a deliberate track-specific choice, not as a substitute for checking global fill settings.

Test all three directions

Before a gig, play two fill tracks through a normal transition, start karaoke from fill, and let a karaoke track finish back into fill. Include a short intro and a quiet ending. Confirm sound, lyrics and output levels on the equipment being used that night.

12 Audience screen and appearance

Set up the display

Connect the projector or second monitor, use Windows Extend mode, then choose **Show Audience Screen** in KaraPlayer. Check that the presenter interface is not being shown to the audience. Test the actual cable, adapter and display resolution you will use.

In Audience Screen settings, configure the idle background, logo or graphic, message text, media fit and QR code as required. Check contrast from a distance. A design that looks readable on the laptop may be too small or too dim on a projector.

Ticker and messages

Enable **Show ticker** when you want the next callable singer to appear on the audience display and mini-player. Adjust its position, size, speed and colours so it is readable without obscuring important lyrics. A no-song placeholder is not a callable next singer.

Use the Live audience controls to display the next singer, a saved or custom message, or clear the main audience content. These are public display actions. They are different from **Message singer...**, which sends a message through a linked online request.

Themes and scaling

Choose the available application theme in Settings. The singer details, repertoire preview, dialogs and other controls follow the theme. Maximise or resize the application if a panel is cramped, and use its scrollable areas rather than assuming a clipped-looking list has ended.

The compact queue indicator uses the normal row text styling; it does not give every repeated singer name a new colour. Selection and existing warning styles still matter. Check the selected song and additional-song count before acting on a similarly named entry.

If you change Windows scaling or reconnect a display, review the main window and audience screen before continuing. Do not use a display reconfiguration as your first response to a missing media file or an online connection error.

13 Online requests and matching singers

Open the correct venue

Complete the KaraPlayer Online activation and subscription setup shown by the application. Confirm the venue code, assigned songbook and request status. The website's songbook, guest requests and any blocking or scheduling controls must correspond to the venue you are running.

Open requests manually or use the venue's scheduled opening controls. Check any per-requester queue cap. **Unlimited** removes that limit and should be a deliberate choice. Test the QR code and submit a request from a guest phone before publishing it widely.

Process a request

1. Open **Online Requests** and select the submission.
2. Review the requested singer name, artist, title and any request details.
3. Match the request to the correct existing singer, or create a separate singer when appropriate. Use repertoire and history to distinguish people with similar names.
4. Confirm the local track and its availability, then apply the required starting key and tempo.
5. Add the request through the queue workflow and check its resulting Live entry or personal song list.

Do not match two people merely because their names are identical. A website song request also does not prove the corresponding local file is currently connected. If a selected track is missing, resolve the file or choose the correct alternative before promising playback.

Request limits and blocking

Use venue-specific requester limits to manage demand. A singer can become eligible to submit again as their outstanding requests progress, subject to the configured rules. Do not use singer-record deletion as a way to manage a phone's request limit.

Blocking applies to the requester at the venue. A blocked guest may still browse but is directed to see the presenter rather than continue submitting. Review a block carefully before applying or removing it, particularly when using a shared phone.

Connection notices

KaraPlayer warns when it cannot reach the online server and retries automatically. When contact returns, a connection-re-established notice confirms that automatic request checking can resume. This tests contact with the service; it does not prove that every phone is connected or has notifications enabled.

Continue using the local library and presenter workflow where appropriate during an online outage. Do not assume new phone requests or messages are arriving. After reconnection, check the request list before asking guests to submit the same request again.

14 Presenter messages and phone alerts

Send a presenter message

Select an eligible online request and use the message action, or right-click an eligible linked Live entry and choose **Message singer....** Enter a short message and send it. The current limit is 300 characters.

Messages are associated with the phone session linked to that online request. They are not email, SMS or a permanent contact service for every saved singer. An old completed or removed request may no longer be eligible. A singer added only locally has no linked phone unless the online workflow establishes one.

Sending a message does not change the request or move the singer in the queue. A successful save makes the message available on the singer's request page. A background notification is attempted when the setup and subscription allow it; success in the app is not proof that the person read it.

If **Message not confirmed** appears, the server may have received the message even though the response was lost. Check the request page before sending it again. Report the time and exact result if the problem repeats.

Enable alerts on the guest phone

1. Open the correct venue on the phone and submit the request from that browser session.
2. On **Your Karaoke Requests**, tap **Enable alerts**.
3. Allow notifications when the browser or phone asks, then wait for the page's enabled confirmation.
4. Send a test presenter message or test an eligible up-next call. Close or background the page and check the phone's notification area.
5. Use **Turn off alerts** if the guest no longer wants background notifications.

Alerts can include both up-next calls and presenter messages. The venue alert subscription lasts up to eight hours. It is not a permanent mailing-list opt-in. Message text may appear on the lock screen, so avoid sending anything private or sensitive.

For iPhone or iPad, follow the request page's Home Screen guidance and submit the request from that Home Screen context. Browser support, operating-system permissions, battery restrictions and connectivity can affect delivery. If background setup is unavailable or unconfirmed, keep the request page open for on-screen updates.

Check the two delivery paths separately

First check whether the message appears in the request page itself. If it does, message storage and page updates are working. Then test the notification with the page closed. Seeing a message on an open page does not by itself prove background delivery.

If the page updates but the notification does not appear, check browser/site permission, phone notification settings, do-not-disturb mode, connection and whether the venue alert session has expired. Return to the original request session rather than a different browser or a newly opened private session.

If neither the page nor notification updates, check the selected request, active venue and the desktop send result. The service administrator may need to check the website's notification setup. Do not reset the local singer database to solve a phone permission problem.

15 Backups and support

Back up the database

In **Settings > Backup / Restore**, choose the backup folder and click **Backup**. Use **Open Folder** to verify that the backup exists. Keep a known-good copy away from the computer used at shows.

The database contains operational records and settings; a database backup does not replace a separate backup of karaoke and fill-music files. Keep both. Back up before a large import, singer merge, restore, reset or major library reorganisation.

Restore carefully

Stop playback and do not restore during a show. Use **Restore KaraPlayer** and select the intended backup, checking its date. The workflow attempts a safety backup before restoring and closes KaraPlayer after a successful restore. Reopen it and verify the venue, library paths, singers and settings.

A restored database may reference media folders that are not connected on this computer. Validate the library and outputs afterwards. Do not overwrite the active database manually while KaraPlayer is open. Factory Reset is a separate destructive operation, not a routine troubleshooting step.

Find diagnostic files

The normal diagnostic log is **KaraPlayer_diagnostics.log** in your Windows **Documents\KaraPlayer\CrashReports** folder. An older rotated log may have **.old** at the end. Documents may be redirected by Windows or cloud storage, so use the actual Documents folder for the signed-in account.

The main database is normally **%LOCALAPPDATA%\KaraPlayer\KaraPlayer.db**. Type **%LOCALAPPDATA%\KaraPlayer** into File Explorer's address bar to open that location. Keep operational database files private; send them only if specifically requested for support.

Website push diagnostics are separate from desktop diagnostics. A site administrator may have **karaplayer_push_diagnostics.log** in the server's private folder. That is a file, not a folder, and it is not something a guest should have to locate.

Report a useful fault

Record the application version, venue/show, approximate time and the action immediately before the fault. For playback issues, include the outgoing and incoming song names, media type and whether the transition was automatic or manual. Include a screenshot of the error and the current diagnostic log, plus its .old companion if the incident may have rotated out.

For message problems, say whether the message appeared on the open request page, whether a background notification arrived, and which phone/browser was used. Supply logs privately when support asks; they may contain filenames and operational details. Never send private server keys, passwords or notification configuration files as a substitute for a log.

16 Troubleshooting during a show

A track is listed but will not play

Check the selected karaoke drive and folder, then validate the drive. For MP3+G, confirm both the MP3 and CDG exist and match. If only one track is affected, try a known-good track and record the failing filename. Avoid rescanning an entire collection while someone is waiting to perform unless that is necessary and safe.

Sound plays but graphics or video do not

Check the audience display and its connection separately from the media. MP3+G requires its graphics partner. MP4 needs the installed playback components and any compatibility preparation to finish. Keep bundled FFmpeg files intact. Capture the error text instead of deleting caches or media without a reason.

Fill has stopped or a transition sounds wrong

Check that the live fill queue contains usable tracks, the output is connected, the fill volume is audible and the intended automation options are enabled. For an unexpectedly late or early handover, note both track names and the time. Check Hold Fill for that karaoke track and the fill-start threshold before making broad changes.

Fill search finds a song but its artist is blank

The match may come from the filename. Check the MP3 artist tag and rescan the fill folder. Scrolling loads further batches; an initial 2,000 visible results is not a cap on the collection. If the search changes while loading, wait for the new results before selecting a track.

Add to singer queue is unavailable

The repertoire shortcut needs the same saved singer to have an eligible waiting or interrupted entry with a playable song in this show. A matching display name alone is insufficient. A currently playing song, empty placeholder or held entry does not qualify for this shortcut. Use the selected Live entry's edit workflow when you need to work on that specific row.

Several rows have the same singer name

Read the song title and the ► count. The indicator belongs only to its own row. Hover over the singer name for notes to confirm identity. Do not merge singer records or remove rows simply because the same singer has several intentionally spaced turns.

A request or message has not arrived

Check the active venue, public request status, service connection, requester limit and any block. For messages, confirm there is an eligible linked online request. Test the open request page separately from background notifications. If the connection returns, review existing requests before resubmitting.

The audience ticker is blank

Check **Show ticker**, the display settings and whether there is an eligible next singer with a song. A placeholder will not provide the next callable song. Verify that the audience screen is open on the intended display and that you have not intentionally cleared its content.

A setting or venue looks wrong after an update

Confirm the version and selected venue first. Check filters and archived records where applicable. Historical venue names may remain unchanged by a current rename. If the live title still shows the wrong current venue after saving, record the steps and report it; do not create duplicate venue records to work around the display.

17 Website administration

This section is for the service administrator, not ordinary singers. The public songbook and request pages do not give guests access to administration. Website changes are deployed separately from the desktop installer.

Expand only the section you need

On the administration page, sections start minimised. Click **Expand** beside a section to view its contents, and **Minimise** to close it again. This changes the display, not the underlying records or settings. Controls remain inside their original sections.

In **Recent security activity**, **Clear from view** hides the existing entries for the current login session. It does not delete audit records. New entries can still appear, and earlier records may be visible again in a later session. Use this to keep the page manageable rather than treating it as a database cleanup.

Understand download statistics

The report counts download requests through tracked website buttons. It does not prove that a download completed, an installation took place or a unique person used the software. Repeat clicks and automated requests can count. Direct installer links and in-app updates are not counted in those website-button totals.

Version, daily totals and source information help show which download links are used. Source breakdowns begin when their tracking was deployed, so older totals need not have the same detail. Dates use UTC. Do not equate the figures with active users.

Check notification setup

Use the private notification setup check to review runtime support, configuration, signing readiness and database access. Leave background delivery disabled until the prerequisites pass. A successful setup check does not send a test notification or prove phone delivery; perform the separate guest-phone test described in chapter 14.

Keep private configuration and signing keys outside the public site files. For a failure, use the relevant private diagnostics and the exact test time. Replace only the files included in the intended update; do not overwrite newer shared server files with an older general package.

18 Show checklists

Before guests arrive

- Check the version, venue and active show.
- Connect and validate the media drive; search and play representative tracks.
- Check karaoke and fill output routing and sound-system levels.
- Open the audience screen; check lyrics, background, ticker and QR code.
- Load the fill playlist and test all three transition directions.
- Review call-next mode and phone notification timing.
- Confirm the assigned online songbook, request opening, limits and schedule.
- Test a request and a presenter message on a phone; test background alerts separately.
- Check that a current database backup and separate media backup are available.

While running the show

Check the selected singer and song before each action. Use notes and repertoire to distinguish similar names. Read the additional-song indicator on the individual entry rather than assuming all of a singer's rows share one list. Keep an eye on the approximate queue time, but allow for real presenting time and delays.

If a problem occurs, keep the audience informed and switch to a known-good track or manual workflow where safe. Record what failed and when. Avoid mass imports, intensive scanning, merges, resets and restores during live operation.

At the end of the night

Stop karaoke and fill playback cleanly. Close public requests if they should no longer be accepted, and review any scheduled reopening. Allow pending saves to finish. Back up important singer and repertoire changes, close the audience screen and exit KaraPlayer before disconnecting the media drive or sound equipment.

For an unresolved fault, retain the logs from that night before they rotate and send the details requested by support. Test a proposed fix away from a live performance before relying on it at the next show.