

Via B Operator Manual

English edition

Contents

EN · Operator Guide (match-day workflow)	3
EN · Console and Operator App	7
EN · License and Updates	9
EN · Connect to Opta	10
EN · LiveManager Integration	12
EN · Mapping MagicSoft TCP/IP Variables	14
EN · Modules and MagicSoft Playout	16
EN · Support and Troubleshooting	21

Operator Guide (match-day workflow)

Follow these steps to select a match, connect its data to MagicSoft, and generate graphics. Set up and check your projects before the broadcast.

Before you start

You will need:

- Via-B installed on Windows and a valid license
- an Opta account with access to the competition
- MagicSoft CG and its connection address and ports
- the MagicSoft XML projects you want to use
- a folder that both Via-B and MagicSoft can access for generated graphics

Keep license keys and Opta credentials private when sharing screenshots.

1. Start Via-B

1. Start Via-B Operator App.
2. If this is the first launch, enter the issued key in the masked license field and select Activate license.
3. Wait for the main window to open.
4. If startup fails, read the message and use the action shown beside it.
5. Confirm the tray icon is present. Closing the window hides Via-B; Quit Via-B stops the app and automatic updates.

See License and Updates for activation and startup problems.

2. Connect and test Opta

1. Open Settings.
2. Confirm Test mode is off for live operation.
3. Under Opta live data, turn on Enable Opta live data.
4. Enter the service addresses and credentials supplied for your Opta account.
5. Use the Opta connection test before selecting the match.
6. If the test fails, check the error message. Confirm your credentials and that the subscription includes the competition you want to use.

See Connect to Opta for the connection settings.

3. Connect MagicSoft CG

1. Start MagicSoft CG and load the intended project.
2. In Via-B Settings, open LiveManager connection setup.
3. Enable delivery and enter the MagicSoft address, command port, and acknowledgement port in their named fields.
4. Wait for the save result and the automatic backend restart that applies the connection settings.
5. Return to Operate and check that MagicSoft is connected with a project loaded.

The separate MagicSoft LiveManager desktop application is not required for Via-B delivery. If you also use it, give it a separate pair of ports. See LiveManager Integration.

4. Connect a Text item to match data

1. In MagicSoft CG, select the intended Text item.

2. Click TCP/IP Variable and save or refresh the project.
3. In Via-B Mapping, select the intended profile and scan that saved XML project.
4. Map the required Via-B or Opta source to the exact bracketed scanned target.
5. Click Apply mapping. Click Save profile only when it is enabled, then click Validate mapping.
6. Stay in Mapping with the intended profile open. Scroll to Match assignments and click Edit assignments.
7. Under Profile matches, click Select from schedule.
8. Search for or select the match, then click Add matches to profile.
9. Back in Match assignments, click Save, then click Done.
10. Open the match selector in the top bar, select that match again, and click Set match and run modules in the confirmation dialog.
11. Check that the Text item in MagicSoft shows the expected value.

See Mapping MagicSoft TCP/IP Variables for the complete mapping and recovery procedure.

5. Prepare and run a module graphic

1. In Modules, open the graphics module you want to use.
2. Complete its settings for the selected match. In Player Stats, choose one player and three statistics. In Match Stats, choose three statistics; in End Stat, choose ten for each phase. Set their display order and save.
3. Check that the graphic folder is available to both Via-B and MagicSoft.
4. Prepare the MagicSoft picture-sequence item with TCP/IP Variable, save the project, rescan it, and map the module output.
5. Apply and validate the mapping, assign the profile, and reselect the match.
6. Open the menu beside Run and select the animations to generate. Click Run.
7. Inspect the preview for the correct teams, player, language, and statistics.
8. Play the graphic in MagicSoft and check its entrance and final frame before air.
9. To install the supplied XML projects, select Install MagicSoft projects. Wait for the visible success result listing the destination and filenames. If the action fails, follow the displayed recovery instruction and retry.

Selecting a different match clears the prior Player Stats player because that player may not belong to either newly selected club. The Player Stats card then shows Setup required; open it and select a player for the new match. Selecting the same match does not clear the player. English and Thai player/club overrides remain editable in the Players and Clubs modules.

See Modules and MagicSoft Playout.

6. Schedule updates

In Mapping, click the schedule icon beside the graphic. Choose a preset time, add a match event such as half time, or enter a specific time. You can combine these in one schedule. Review the entries in the panel on the right and click Save schedule to store them.

Choose Real time instead if you want the graphic to update when match data changes. To pause either kind of automatic update, turn off Automatic updates enabled in the schedule dialog and click Save schedule. Run remains available when you want to generate the graphic yourself.

Return to Operate to follow scheduled updates in the Scheduler card. See schedule and Prewarm instructions.

7. Get help with a problem

1. Read Priority actions in Operate for the problem and available action.
2. If you need help, open Support and download a support package.
3. Send it to support with the match name, profile, error message, and a description of what you were trying to do.

For recovery by symptom, see Support and Troubleshooting.

Operate

Operate

Metrics

Delivery

Modules

Mapping

Simulation

Logs

Support

Settings

Match No match selected. No match selected. - No profile selected

Profile variation Default Uses the profile defaults and inherite...

LIVE

Database Connected

Backend Ready

Destination Not configured

Delivery Idle

Operate ⓘ

Readiness

Needs attention

Opta data Not ready

Database Ready

Application data is available.

MagicSoft destination Standby

MagicSoft is not configured; delivery remains on standby.

Incident summary

Healthy

No current incident.

Mapping & output

Idle

Match No match selected.

Mapping profile No profile selected

Open Mapping Profiles

Priority actions

Configure Opta credentials

Missing API key, client ID, and client secret. Add the saved credentials in Settings, then enable and test the Opta connection.

Configure credentials >

Create a Mapping Profile

Create the Master mapping that connects Opta or Via-B sources to the MagicSoft variables used for this broadcast.

Open Mapping Profiles >

Select a match

Choose an authorized Opta match to establish the active live context for feeds, mappings, and modules.

Select match >

Configure LiveManager

Add the real LiveManager address and command and acknowledgement ports in Settings. This optional destination remains on standby until configured.

Open LiveManager settings >

LiveManager: Not configured

Local time: 02:27:29 PM

Console and Operator App

Use the Via-B desktop window to select matches, configure graphics, and send updates to MagicSoft. You can also open the same interface in your browser.

For the complete match-day sequence, see the Operator Guide.

Start, hide, reopen, and quit

1. Start Via-B Operator App from the Windows Start menu.
2. Watch the startup list advance through License, Update, Database, Migrations, Backend, and Console.
3. Closing the window hides Via-B to the system tray; it does not stop the backend.
4. Select Open Via-B from the tray to restore the desktop window.
5. Select Open in browser to open the same local console in the default browser.
6. Select Quit Via-B to stop the app and its automatic updates.

Starting Via-B while it is already running brings its window to the front.

Find a screen

The left navigation contains:

- Operate: the selected match, active profile, scheduled graphics, and actions that need your attention
- Metrics: operational measurements and history
- Delivery: updates being sent to MagicSoft and the results of previous sends
- Modules: module readiness, settings, dependencies, and generation actions
- Mapping: MagicSoft project scanning, source-to-target mappings, and validation
- Simulation: controlled non-live testing
- Logs: operator-visible application logs
- Support: download a support package and check license or update results
- Settings: Opta credentials, the MagicSoft connection, and other app settings

Check app status

The top bar and tray icon show the status of four parts of Via-B:

Position in the tray icon: Top left; Component: Database; What it describes: The database that stores your settings and match data.

Position in the tray icon: Top right; Component: Backend; What it describes: The part of Via-B that fetches data and generates graphics.

Position in the tray icon: Bottom left; Component: Destination; What it describes: The connection to MagicSoft CG and its loaded project.

Position in the tray icon: Bottom right; Component: Delivery; What it describes: Sending updates to MagicSoft.

If Via-B reports a problem, open Operate and read Priority actions for the explanation and the available action. Use Delivery to inspect a failed send or Logs for its error details.

The tray menu also exposes the active match, profile variation, current primary action when available, Settings, application data, startup log, backend restart, and quit actions.

Desktop versus browser

Both views share the active match, profile, mappings, settings, readiness, and recent events. Use the desktop window for native file selection. A browser can accept a pasted path only when the installed Windows backend can read it.

Choose MagicSoft project files and graphic folders on the Windows computer or an accessible network drive.

Change settings

Configure Via-B through Settings. Values save after you stop typing. Wait for the save result before leaving the page. Changing the LiveManager connection in the desktop app also restarts the local backend to apply it. Wait for the app to reconnect before continuing. For other settings, use the restart action if the page says a restart is required.

Saved credentials stay hidden. Keep them private when sharing screenshots or asking for support.

Receive Windows notifications

Windows notifications start on. Updating from an older version turns the saved setting on once; if you turn it off afterward, Via-B keeps that choice. Open Settings > Windows notifications to choose which events to receive. Via-B can report scheduled preparation, generation and delivery while minimized.

Click Send test notification and check the Windows banner or Notification Center. If it does not appear, click Open Windows notification settings and allow notifications for Via-B. Windows Do Not Disturb or full-screen rules can hide banners. You can also follow the work in Operate > Scheduler.

Clean generated files

Open Settings > File cleanup to remove current and previous generated graphics and their saved copies. Imported artwork and settings are preserved. Use this after you have finished using those graphics in MagicSoft; generate them again before you need them next.

The top bar shows blue progress during cleanup. Windows notifications report the start and completion, including file counts. You can keep using Via-B: cleanup waits for publication and yields when a new Run starts.

Clean files on application exit starts off. Enable it to perform the same cleanup when you choose Quit Via-B. Closing the window only hides the app and does not perform exit cleanup.

Related pages

- License and Updates
- Connect to Opta
- LiveManager Integration
- Mapping MagicSoft TCP/IP Variables
- Modules and MagicSoft Playout

License and Updates

Via-B checks your license and looks for updates when you open the app. Updates install during startup. Once the main window is open, you can work without an update interrupting the session.

First launch

1. Start Via-B Operator App.
2. Paste your license key into the license field.
3. Select Activate license.
4. Wait for startup to finish.
5. If an update is available, let Via-B install it and reopen.
6. Check the installed version and your settings after the app reopens.

An update failure leaves the installed version intact and is retried on the next application launch, not during the active session.

Grace and blocked states

If Via-B cannot check your license, it may offer a grace period of up to 14 days. The startup screen explains the problem and shows the deadline. Click Continue in grace to open the app while you resolve it.

Check your Internet connection and the computer's date and time. If the message concerns the license itself, contact support. Restart Via-B to try the license check again. A successful check clears the grace period.

The deadline stays the same after a reinstall or key replacement. If startup does not offer Continue in grace, or the deadline has passed, follow the displayed instruction or contact support with the error message.

Replace a key

1. Obtain a replacement key from your license provider.
2. Quit Via-B.
3. Start Via-B, replace the key in the license field, and select Activate license.
4. Wait for activation and startup to finish.

A failed activation keeps the existing grace deadline.

Check license and update status

Open Support > License and update status to see the results from the last startup, including license expiry, any grace deadline, and the update result. Restart the app when you want it to check again.

If you need help, download a support package from Support and send it with the error message. Keep your license key private.

Connect to Opta

Via-B fetches match data from Opta at regular intervals. Set up the connection in Settings using the addresses and credentials supplied for your account.

Configure and test Opta

1. Start Via-B and open Settings.
2. Confirm Test mode is off for live operation.
3. Under Opta live data, turn on Enable Opta live data.
4. Enter the service addresses and credentials. Saved credentials stay hidden.
5. Use the Opta connection test before continuing.
6. If the test fails, read the error message. Check your Internet connection, credentials, and access to the competition.

Keep your Opta credentials private when sharing screenshots or contacting support.

Select a match

1. In Operate, open Edit assignments.
2. Select Select from schedule.
3. Browse the Opta match calendar or search by team or competition.
4. Select or add the match and its mapping profile.
5. Click Save, click Done, and reselect the match.
6. Confirm the active match and profile in the top bar.

The calendar can list matches whose data is outside your subscription. If a match's data is unavailable, check that your account includes that competition.

In this dialog, schedule means the Opta match calendar. It does not configure module timing.

Check the match data

Open the graphics module to inspect the selected match's statistics. Confirm the match and profile in the top bar before generating. You can click Run while some data is missing or delayed.

For past, live, and future matches, missing numerical statistics display 0 and percentages display one decimal place, including 0.0%. Missing names and event positions stay absent. Match Stats and End Stat let you inspect and select statistics in the module. See module instructions.

If updates are delayed

Via-B keeps checking when Opta has no new data. If Opta is temporarily unavailable or asks Via-B to slow down, Via-B waits and retries. For an account or subscription error, check the message in the app and correct the account settings.

Troubleshooting

Symptom: Test mode or TEST DATA appears; Action: Turn Test mode off, test the live Opta connection, and reselect the entitled match.

Symptom: No usable matches; Action: Check credentials, subscription entitlements, tournament calendar, and service response.

Symptom: A statistic has not arrived; Action: Run can still generate the graphic with zero for missing numerical statistics. Inspect the result; choose another statistic in Match Stats or End Stat if needed, or run again after the feed updates.

Symptom: Wrong profile remains active; Action: Save the assignment, click Done, and reselect the match.

Symptom: Feed is stale; Action: Check the selected match, your Internet connection, and the Opta connection test. Send a support package if updates still do not arrive.

For the full match-day workflow, follow the Operator Guide.

LiveManager Integration

Via-B sends text and graphic updates directly to MagicSoft CG using its LiveManager connection.

Connection settings

The connection uses two ports:

- the command port receives project and variable commands from Via-B
- the acknowledgement port tells Via-B that MagicSoft received a command

The separate MagicSoft LiveManager desktop application does not need to be open. If you also use that application, give it a different pair of ports so each application receives its own replies from MagicSoft.

Enter the address of the MagicSoft computer without adding a port to it. Enter each port in its own field, matching the settings in MagicSoft CG.

Connect Via-B to MagicSoft CG

1. Start MagicSoft CG.
2. Load the project you want to use.
3. Check its command and acknowledgement port settings.
4. Start Via-B and wait for Backend to become ready.
5. Open Settings > LiveManager connection setup.
6. Turn on Enable LiveManager delivery.
7. Enter the MagicSoft workstation address, command port, and acknowledgement port in their matching fields.
8. Keep the other connection settings unless your installation requires a change.
9. Wait for the save result. The desktop app restarts its backend to apply the connection settings; wait for it to reconnect.
10. Return to Operate and check that MagicSoft is connected with a project loaded.

Run Via-B and Live Manager together

Each application needs its own command and reply port pair in MagicSoft CG. For CG10 on the same computer, the default assignments are:

Application: Via-B; Address: 127.0.0.1; Command port: 2610; Reply/ACK port: 2611

Application: MagicSoft Live Manager; Address: 127.0.0.1; Command port: 2640; Reply/ACK port: 2641

1. In CG10, open Tools > Options > Socket communication and check the pairs configured on that installation.
2. Enter Via-B's pair in Settings > LiveManager connection setup in Via-B.
3. Enter a separate pair in Live Manager's Settings, then use Reconnect.
4. Check that both applications connect and can read the loaded projects.

Use your installation's configured pairs if they differ from this table. For MagicSoft on another computer, enter that computer's address in both clients. If opening Live Manager disconnects Via-B, compare their saved port settings and give them separate pairs.

Check the connection

The Destination status in Via-B describes the connection to MagicSoft and whether a project is loaded. Delivery shows the progress and result of sends. If the connection fails, check the address and ports before changing any mappings.

Send a Text update

1. In MagicSoft CG, select a visible Text item.
2. Click TCP/IP Variable, then save or refresh the project.
3. In Via-B Mapping, scan that XML project.
4. Map the intended source to the exact bracketed target, select Apply mapping, save the profile only if enabled, and select Validate mapping.
5. Assign the profile to the match, save, finish, and reselect the match.
6. Click Set match and run modules in the match confirmation dialog.
7. Check the text in MagicSoft. Open Delivery if you need to inspect the send result.

See Mapping MagicSoft TCP/IP Variables.

Recovery

Symptom: Cannot connect; Action: Start MagicSoft CG and check its address and ports in Via-B Settings. Wait for the desktop app to apply any changes and reconnect.

Symptom: Connected but no project is loaded; Action: Open the intended project in MagicSoft CG.

Symptom: Sending failed; Action: Read the error in Delivery and the instructions in Priority actions on Operate.

Symptom: Send succeeded but output is not visible; Action: Check the open MagicSoft project, item visibility, and timeline. Play the graphic in MagicSoft.

For the full match-day sequence, return to the Operator Guide.

Mapping MagicSoft TCP/IP Variables

A mapping connects a Via-B source, such as a team name or a graphic, to a MagicSoft variable. Scanning your saved MagicSoft project lists the variables you can choose as targets.

Before mapping

- Start MagicSoft CG and load the project you want to use.
- Save the XML project in a folder that Via-B can read, on this computer or a shared network drive.
- Select the Opta match and its mapping profile.
- If another application connects to MagicSoft, give it a separate pair of ports.

Prepare a Text target in MagicSoft

1. Add or select the visible Text item.
2. Confirm it is on canvas and active at the current timeline position.
3. Click TCP/IP Variable.
4. Confirm MagicSoft assigns a bracketed variable.
5. Save or refresh the project.

Use the same TCP/IP Variable action for an Image or picture-sequence item. An ordinary image path is not a controllable target.

Scan and map

1. Open Via-B Mapping.
2. Select the intended profile. Use Master unless the production setup needs a prepared variation.
3. In MagicSoft project file, choose or paste the saved XML file's path.
4. Click Scan project.
5. Confirm the exact bracketed target appears. If it does not, prepare and save the MagicSoft item, then scan again.
6. When a valid scanned target has no row, select Add scanned variables.
7. Choose the Via-B, Opta, or module source that should drive the target.
8. Click Apply mapping to apply the row edit to the profile on screen.
9. Click Save profile to save your changes.
10. Click Validate mapping. If it reports a problem, correct the named mapping and validate again.

Map bilingual graphics

Choose the named bilingual graphic in the normal Source field. The source list on a module page contains that module's outputs; the main Mapping page lets you choose sources across modules.

A bilingual animation uses three MagicSoft items. Expand its row using the arrow after the graphic name. Select a target variable for each of the three rows: the Thai entrance animation, the Thai still, and the English still. Choose the matching variables from the supplied MagicSoft project.

Set the schedule on the row with the animation's name. That schedule updates all three parts together. You can change the animation using the Source field, just as you would for another mapping.

The shipped Default Thai League profile includes the six bilingual graphics: Attacking Third, Heat Map, Match Stats, Player Stats, End Stat Half Time, and End Stat Full Match. Check their target bindings against the projects loaded in your MagicSoft installation.

Add saves the new mapping. Other unfinished edits stay in place. Saving a mapping or a schedule stores the settings; use Run to request generation.

Assign the profile to the match

1. In Mapping, select the intended profile, scroll to Match assignments, and click Edit assignments.
2. Under Profile matches, select Select from schedule. Here, schedule means the Opta match calendar; it is not a module timer.
3. Search for or select the match, then click Add matches to profile.
4. Back in Match assignments, click Save, then click Done.
5. Open the match selector in the top bar and select the same match again.
6. Confirm the intended profile and variation in the top bar.

Reselecting is required after an assignment change so the new profile becomes the profile used for that match.

Check a Text update

1. Keep the intended MagicSoft project visible.
2. Open the match selector in the top bar and select the assigned match.
3. In the confirmation dialog, click Set match and run modules to select the match and generate the modules' saved Run choices.
4. Wait for the mapped update to be acknowledged.
5. Confirm the expected value changes on the MagicSoft Text item.
6. Open Delivery to check whether MagicSoft received the update.

If Via-B reports a successful send but the text is missing, check that the correct project is open in MagicSoft and that the text item is visible on its timeline.

Picture-sequence values

MagicSoft picture-sequence assignments use the first-frame path plus the frame count. Via-B publishes and assigns the sequence but does not play it. The operator plays or replays the project in MagicSoft.

Open the supplied XML project in MagicSoft to use its layout and animation timing. Use Download sequence in Via-B to save the generated PNG frames as a ZIP.

Recovery

Symptom: Scanned target is missing; Action: Use TCP/IP Variable, save or refresh MagicSoft, then scan again.

Symptom: Project path is unreadable; Action: Check that the XML file is on this computer or an accessible network drive.

Symptom: Wrong profile remains active; Action: Save the assignment, click Done, and reselect the match.

Symptom: Via-B reports a successful send but the value is not visible; Action: Check the loaded project, item visibility, canvas position, and timeline.

Symptom: Value remains unchanged; Action: Check the selected match and profile, the Source and target fields, and whether new data has arrived. Open Delivery for any sending error.

For the complete match-day sequence, return to the Operator Guide.

Modules and MagicSoft Playout

Open Modules to choose and generate graphics for the selected match. Each graphics module combines match data with its artwork. Clubs and Players supply the names and images used in those graphics.

Before generating a graphic

1. Open the module and check whether it needs any settings or supporting modules.
2. Map the graphic output in the active profile to send it to MagicSoft. Mapping is not required to generate or download a sequence.
3. The selected match must use that profile. Reselect it after an assignment change.
4. Check the generated graphic in Via-B, then play it in MagicSoft before air.

Production modules

Module: Clubs; Purpose: Supplies club names, crests, and colors.; Dependencies: None; Output: Club images and fields for mapping.

Module: Players; Purpose: Supplies player names and photos.; Dependencies: None; Output: Player images and fields for mapping.

Module: Stats Template; Purpose: Supplies the shared graphic designs, fonts, and animation timing.; Dependencies: None; Output: Used by the graphics modules.

Module: Attacking Third; Purpose: Generates an attacking-third comparison.; Dependencies: Clubs, Stats Template; Output: 26-frame sequence.

Module: End Stat; Purpose: Generates separate half-time and full-match statistics graphics.; Dependencies: Clubs, Stats Template; Output: Two 26-frame sequences with separate ten-statistic selections.

Module: Heat Map; Purpose: Generates the selected-match heat map from Opta MA3 coordinates.; Dependencies: Clubs, Stats Template; Output: 26-frame sequence.

Module: Match Stats; Purpose: Generates the three comparisons in the selected variation.; Dependencies: Clubs, Stats Template; Output: English and Thai 29-frame sequences.

Module: Player Stats; Purpose: Generates a lower third for one selected player with three statistics you choose.; Dependencies: Clubs, Players, Stats Template; Output: English and Thai 29-frame sequences.

Clubs and Players supply artwork and names to graphics modules. They do not need their own mapping rows for another module to use those resources.

Statistics and broadcast labels

Player Stats and Match Stats each use three statistics. End Stat uses ten for Half Time and ten for Full Match. Choose the statistics in each module and put them in the order you want them to appear in the graphic.

Edit player names and photos in Players, and club names and crests in Clubs. These resources also appear in the graphics that use those modules.

The Kit color in Clubs controls the bars in Match Stats and End Stat. The supplied Plan B club banners keep their original colors.

Player Stats

1. Open Modules > Player Stats. Click Add variation, or click an existing variation to edit it.
2. Select a player from the current match and enter a name for the variation.
3. Choose three different statistics in the statistic fields. Use the up and down buttons to change their order in the graphic.

4. Edit the English or Thai broadcast labels if needed. Label changes apply across Player Stats variations that use the same statistic.
5. Click Save. Via-B saves the player, statistic choices and labels together.

Cancel lets you discard the unfinished changes. If saving fails, the editor stays open with your changes so you can read the error and try again.

The player browser sorts in descending order by default. Statistic selectors keep their checkboxes and labels readable in narrow windows.

Use the menu beside a variation to duplicate it or make it active. Duplicating opens a copy for editing; save it to add it to the list. The active variation appears first and supplies the player and statistics used by the module.

When a different match is selected, Via-B clears the previous Player Stats player. The card shows Setup required until an operator selects a player from one of the newly selected clubs. This status does not disable Run or Download sequence.

Match Stats

Open Match Stats to inspect the selected match's team statistics. Select a variation, choose its three statistics in the order you want them displayed, and save the settings. Run uses that variation. You can keep the default selection or replace a statistic with another item offered in the selector.

The default English/Thai labels remain POSSESSION / ครองครองบอล, ATTEMPTS / โหม่งยิง, and ON TARGET / ยิงเข้ากรอบ.

End Stat

Open End Stat and choose ten statistics for Half Time and ten for Full Match. Save the settings. The two selections are independent; changing Half Time does not change Full Match. Run can generate either animation or both, including shortly before half time or the final whistle. You do not need to wait for Opta to mark that phase complete.

Both selections start with these labels, in this order:

English: POSSESSION; Thai: ครองครองบอล

English: SHOTS; Thai: โหม่งยิง

English: SHOTS ON TARGET; Thai: ยิงเข้ากรอบ

English: SAVES; Thai: เซฟ

English: CORNERS; Thai: เตะมุม

English: OFFSIDES; Thai: ล้ำหน้า

English: PASSES; Thai: จ่ายบอล

English: PASS ACCURACY; Thai: จ่ายบอลสำเร็จ

English: FOULS CONCEDED; Thai: ฟาวล์

English: YELLOW / RED CARD; Thai: ใบเหลือง/ใบแดง

Run before all match data has arrived

Run generates the available graphic even when the selected match's data is absent, incomplete, or delayed. This applies to past, live, and future matches. Missing numerical statistics display 0; percentages keep one decimal place, including 0.0%. Supplied values such as 40.1% keep their decimal precision. Missing names, artwork, or event coordinates are not replaced with made-up content.

Check the preview before air. A zero may mean that Opta has not supplied that statistic yet. You can run again when the data updates. Download sequence provides the PNG ZIP without requiring MagicSoft to be connected. Delivery still reports whether the output was actually sent.

Choose what Run generates

Open the menu beside Run and select the animations you want that button to generate. You can select several outputs, including the available English, Thai, and bilingual choices. End Stat offers Half Time and Full Match choices. Saving those choices makes them the defaults for the next Run.

When you change matches, Set match and run modules uses the saved Run choices. An unmapped output does not prevent other mapped outputs from being sent.

Set automatic updates for a graphic

1. Open Mapping, find the graphic and click its schedule icon.
2. Choose when to update it:
 - In Quick presets, click a time. You can select several times.
 - In Match event, choose an event, complete its settings and click Add to schedule.
 - In Specific time, enter the time and click Add to schedule.
3. Review the list in the panel on the right. It contains all the times and events you have selected for this graphic. It also shows whether automatic updates are enabled or paused.
4. Click Save schedule to apply the settings. To leave without saving, click Cancel, then Discard changes when asked.

For example, select the 15-minute preset for the first half and the 75-minute preset for the second half. Both appear in the list. You can add a match event to that same schedule.

To update whenever the relevant match data changes, select Real time and click Save schedule. The right panel shows Real time. Choosing a preset, or adding an event or specific time, turns Real time off. Opening another tab to look at its options leaves your choices unchanged. Scheduled entries do not run while Real time is selected. Switching back shows the retained entries in the right panel; remove any you no longer want before saving.

If the graphic has a Minimum regeneration interval, use it to set the shortest wait between automatic generations. Changes received during that wait are used in the next run. You can still use Run yourself.

The panel shows Unsaved changes while you edit. Reopening the dialog shows the settings you last saved. A new schedule has automatic updates switched on in the dialog, ready for you to choose its times and save.

To pause this graphic, turn off Automatic updates enabled at the bottom of the dialog and click Save schedule. The switch and right panel show Automatic updates paused. This pauses Real time as well as scheduled updates. Turn the switch on and save to resume. You can click Run while paused.

To remove all automatic update settings, turn Real time off, click Clear all if scheduled entries remain, and save. The right panel shows Manual only.

Open Operate to see the Scheduler card below Priority actions. It lists scheduled times and events, the graphic for each update, and its progress or result. Click the edit button beside an entry to change its schedule.

Match time or clock time

Quick presets use the match timing reported by Opta and the playing period shown on the button. For a different match minute, edit a preset or select a period start in Match event and enable Run later (T+).

From v1.2.10, match-minute schedules use Opta's actual period start and reported interruptions instead of waiting for the next whole-minute clock update. The countdown advances while the period is running. Timing still depends on Opta reporting the relevant start or event.

The Scheduler puts specific times and confirmed events in one descending time order. When shows the actual time for a past event; Status retains the elapsed time from triggering the run to MagicSoft's acknowledgement. An event that had already passed when its schedule became active is shown as missed.

Use Half-time or Match ended for the whistle. Match ended includes any extra time or penalty shootout. These updates wait for Opta to report the event. The event list also offers period starts and ends, penalty shootout events, and reported delays or interruptions. Availability depends on the match feed.

Specific time uses the displayed Run date and Time zone. Enter a 24-hour time such as 16:30 and check the zone, for example Asia/Bangkok, before adding it. A new entry uses an upcoming match's date, or today for a past match. A delayed kickoff does not move this clock time.

Edit, delete or check a scheduled update

Click an entry's pencil button to change its time or Prewarm setting. Apply returns the change to the schedule list. Click Save schedule to save it. The remove button deletes one entry from the draft; Clear all removes the list. Review the remaining entries before saving.

Open Schedule history to see recorded runs and their results. Details shows when a run started and whether MagicSoft acknowledged delivery. Use Older results to see earlier records. Previous schedules contains the history of completed or deleted schedules for that target and match.

Delete schedule stops the saved schedule after confirmation and keeps its history. Cancel closes your current edit without changing the saved schedule after you confirm that you want to discard the draft.

Prewarm a scheduled graphic

In v1.2.10, only End Stat offers Prewarm. The switch is unavailable for Match Stats, Heat Map, Attacking Third and Player Stats because those modules do not yet support preparing graphics in advance. Their scheduled updates still run.

Click the pencil beside a scheduled entry and turn on Prewarm. The first duration is five minutes. Choose Minutes or Seconds and enter the time you need, then click Apply and Save schedule. Each entry has its own setting, which starts off.

Via-B keeps the prepared work until the scheduled update. It sends the graphic to MagicSoft at the update, not during preparation. If it cannot use the prepared work, it generates the graphic when the update runs. Some events use an estimated preparation time; the dialog explains this beside Prewarm. An unavailable Prewarm option also shows its reason, and the scheduled run remains available.

Prepare, map, generate, and play

1. In Operate, select the match and confirm its name and profile in the top bar.
2. In Modules, open the module and check every listed dependency.
3. Complete the module settings. For Player Stats, select the intended player. For Match Stats and End Stat, choose the statistics and their order.
4. Check that MagicSoft can read the folder where Via-B saves the graphic files.
5. In MagicSoft CG, open the project you will use. Select the picture-sequence item, click TCP/IP Variable, and save or refresh the project.
6. In Via-B Mapping, scan the project and map the module source to the exact scanned target.
7. Click Apply mapping, click Save profile only if enabled, and click Validate mapping.
8. In Operate, edit the assignment, select or add the match, save, finish, and reselect the match.
9. Return to Modules, choose the animations in the menu beside Run, then click Run.

10. Check the generated preview for the correct teams, player, statistics, and language.
11. Open Delivery if you need to check whether Via-B sent the graphic to MagicSoft.
12. Play the graphic in MagicSoft. Check its entrance and final frame before air.

Ask the person who set up the workstation for the graphic folder if you do not know its location. Via-B and MagicSoft both need access to it.

Install the MagicSoft XML projects

1. Open the graphics module and click Install MagicSoft projects.
2. Wait for the installation result. It lists the folder and the installed XML files.
3. Open those files in MagicSoft CG to use the supplied projects.

If a file cannot be installed, read its error in the results. For an access error, check that the destination folder is available and that your Windows account can write to it, then retry. Send the error to support if installation still fails.

This action also updates the supplied XML projects when you install a newer Via-B version. A differing existing project is backed up before replacement; an identical project is verified without rewriting it. Open the installed project files in MagicSoft to use the updated projects.

Match Stats example

1. Confirm Clubs and Stats Template are ready for the selected match.
2. Open Match Stats and confirm the selected variation and its three statistics.
3. Map `match_stats.sequence.magicsoft_value` to the scanned MagicSoft picture-sequence target.
4. Run and confirm a 29-frame result.
5. Play the graphic in MagicSoft and check the three statistics against the preview.

Play a bilingual graphic in MagicSoft CG

The supplied bilingual projects show the Thai entrance, hold the Thai graphic, then change to English and hold the final frame. Their filenames end in `_thai_english.xml`. Open the file listed by Install MagicSoft projects for the graphic you generated.

To preview the complete animation in the CG editor, select Image3 and use the timeline's Play button. Selecting Image1 or Image2 can end the preview before the English section. Image1 contains the Thai entrance, Image2 the Thai still, and Image3 the English still.

For the broadcast output, use the project's Play button beside its name. It plays the project through the English hold regardless of which image is selected in the editor. Use the project's Stop button to take it off air. Via-B's Run and scheduled updates generate and send the graphic files; playback is controlled in MagicSoft.

Download a sequence

Click Download sequence to save a ZIP containing the animation's PNG frames. Extract it to inspect individual frames or copy them to another computer. To send a mapped graphic to MagicSoft, use Run. To play it, use MagicSoft CG.

For the complete match-day sequence, return to the Operator Guide.

Support and Troubleshooting

Read Priority actions in Operate for the problem and available action. Check the selected match and profile before changing settings.

Send a support package

1. Open Support.
2. Select Download support package and save the ZIP.
3. If you cannot download the package, tell support. Use Copy endpoints or Copy support access if support asks for the connection details.
4. Capture one screenshot showing the selected match, active profile, and the Database, Backend, Destination, and Delivery states.
5. Explain what you clicked, what you expected, and what happened.

The Support page also shows license and update results from the last startup.

Keep license keys and Opta credentials out of your message and screenshots.

Contact Via B support

If the problem continues, use the dedicated Via B Middleware support form. Select Bug report, Support request, or Suggestion, describe what happened, and attach any redacted screenshots that help explain the issue.

Application does not start

1. Read the visible startup stage: License, Update, Database, Migrations, Backend, or Console.
2. Use the recovery action shown for that stage.
3. From the tray, open the startup log and application-data location.
4. Send the error message and its time to support if the app still cannot start.

See License and Updates for license and updater failures.

Desktop window is missing or blank

1. Check the system tray; closing the window normally hides Via-B.
2. Select Open Via-B.
3. If the backend is unhealthy, select Restart local backend.
4. Select Open in browser to test the same local console.
5. If the problem continues, preserve the startup log and support package.

Opta or selected-match problem

1. Confirm Test mode is off for live operation.
2. Run the Opta connection test in Settings.
3. Check that your Opta subscription includes the competition. A match may appear in the calendar even if your account cannot access its data.
4. Save the match assignment, finish the dialog, and reselect the match.
5. Confirm the expected profile appears in the top bar.

See Connect to Opta.

Mapping or assignment problem

1. In MagicSoft, select the item, use TCP/IP Variable, and save or refresh the project.
2. In Via-B Mapping, scan the exact Windows or UNC XML path.
3. Map the source to the scanned bracketed target and select Apply mapping.
4. Select Save profile only if enabled, then Validate mapping.
5. Edit the assignment, save, finish, and reselect the match.

See Mapping MagicSoft TCP/IP Variables.

Destination problem

Problem: MagicSoft is disconnected; What to do: Open MagicSoft CG. Check its address and command/reply ports in Via-B Settings, then restart the backend if you changed them.

Problem: No project is loaded; What to do: Open the XML project you want to use in MagicSoft CG.

Problem: Connection still fails; What to do: Check that the firewall permits the connection and that another application is not using the same pair of MagicSoft ports.

The separate LiveManager desktop application is not required and must not use the same pair of ports as Via-B. See LiveManager Integration.

Delivery problem

Problem: An update failed to send; What to do: Open Delivery and read the error. Check Priority actions in Operate for an available action.

Problem: The graphic is being generated or transferred; What to do: Follow its progress in Operate and Delivery. Larger animations can take longer.

Problem: The problem continues; What to do: Send a support package with the match name, graphic name, and error message.

If Via-B reports a successful send but the graphic is missing, check that the correct project is open in MagicSoft and that the item is visible. Play the graphic and check its timeline.

Module problem

1. Confirm the selected match and active profile.
2. Check the module and every dependency.
3. Check settings, active variation, and required selected-match sources.
4. Check that the graphic folder is available to Via-B and MagicSoft.
5. Confirm the module output is mapped and validated.
6. Generate again only after the cause is corrected.
7. Check the preview, then play the graphic in MagicSoft.

See Modules and MagicSoft Playout.