Use player functions

URL: https://docs.grassfish.com/docs/use-player-functions

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You can use multiple functions when you work with the Grassfish Windows Player:

- Keyboard shortcuts
- Status window
- Additional functions

Use keyboard shortcuts

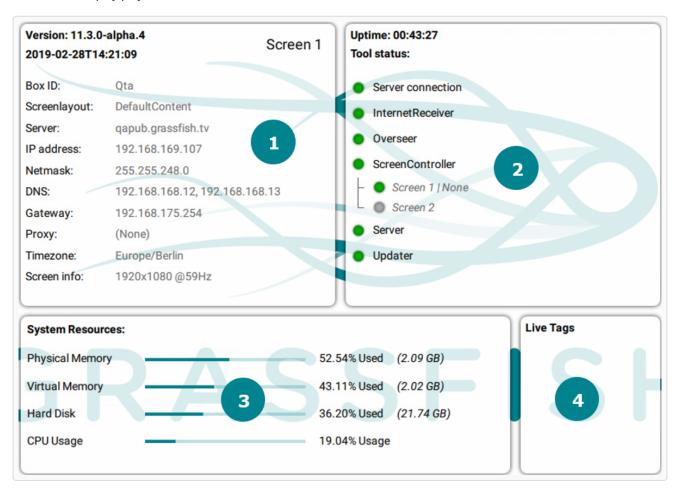
You can use the following keyboard shortcuts while the player is running:

| Key | Function |
|-----|--|
| F1 | Enable/Disable the mouse pointer. |
| F2 | Display/Hide information about the current spot. |
| F3 | Display/Hide information about the current playlist. |
| F8 | Display/Hide the status window. |
| F10 | Launch the InitBox. You may have to enter the daily password if this is specified in the player configuration. |
| F11 | Open a terminal (PowerShell). You may have to enter the daily password if this is specified in the player configuration. |
| F12 | Close the player and overseer and display the desktop. You may have to enter the daily password if this is specified in the player configuration. |

| Key | Function |
|-------------|--|
| ESC | Hide the window and password prompt. |
| Pos1 | Jump to the start of the current spot. |
| End | Jump to five seconds before the end of the current spot. |
| Arrow left | Rewind five seconds. |
| Arrow right | Fast forward five seconds. |

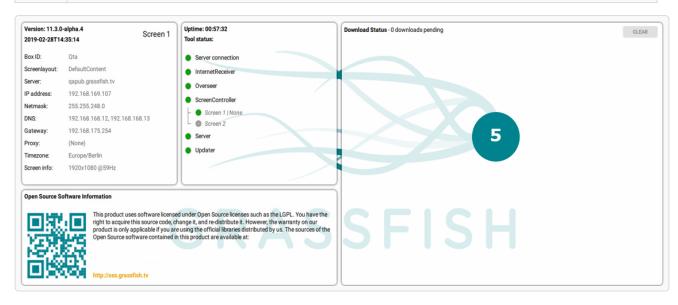
Open the status window

Press **F8** to display player information in the status window.



The status window is divided into five panes that contain different information.

| Pane | Content |
|--------|--|
| Pane 1 | Version of the player software Date and time Box ID Information about the Grassfish server Time zone Information about the screen |
| Pane 2 | Status of the connection to the server Status of the Grassfish services Status of the serial connection of the screens |
| Pane 3 | System resources of the player PC |
| Pane 4 | • Live tags used |
| Pane 5 | • Data downloaded from the Grassfish server to the player. Note that you must press F8 again to display this pane. |



Use additional functions

You can use the following additional functions when you work with the Grassfish Windows Player:

Restart the player

When you close the player, this also stops the Overseer service. To restart the player, start the Overseer service.

Create a diagnostic file

Run the command *troubleshoot.bat* to generate a diagnostic file comprising logs, player data, settings and more in ZIP format. If necessary, you can send this file to Grassfish support. The diagnostic file is located at *C:* \GVClient\data\cache\troubleshoot.

Reset the player

Run the command *boxreset.bat* to reset and initialize the player. The full path is *C:* \GVClient\tools\current\bin\boxreset.bat.

Uninstall the player software

You can uninstall the Grassfish Player in the Windows Control Panel.

Note

You can only uninstall the installation types Basic and Presentation.

View log files

The log files for all player services are located at C:\GVClient\data\logs\ and stored in the format **ddmmyyyy** for each service. You can open the files with any text editor.