

Bingo Caller 3000 Help

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About Bingo Caller 3000

Bingo Caller 3000 is made by **Snowy Mountain Software** of Montana. Updates, news, and support are at snowymountainsoftware.com.

Bingo Caller 3000 runs a bingo hall from one computer: you set up sessions and games, call balls from a control screen, and show the board on a TV or projector. Everything ships in one file for Windows, macOS, or Linux. It needs no installation and no internet connection.

The program contains its own web server and database. When it starts, it opens the caller screens in your web browser. Any other computer, tablet, or smart TV on the same network can open the public display.

This guide covers version 1.0.3 on Windows, macOS, and Linux. Once the program is running, every screen works the same on all three. Steps that differ are labeled with the system they apply to.

System requirements

Any 64-bit computer from the last ten years running a current Windows, macOS, or Linux can run Bingo Caller 3000. You do not need to install Node.js, a database, or any other software.

Item	Requirement
Windows	Windows 10 or 11, 64-bit, any edition including Home. Windows on Arm runs it through Windows' built-in x64 emulation. Windows 11 in S mode is not supported, because S mode runs only Microsoft Store apps.
macOS	macOS 13.5 Ventura or later, on Apple silicon (M1 and later) or Intel

Item	Requirement
Linux	64-bit Intel/AMD or Arm, with OpenSSL 3: Ubuntu 22.04, Debian 12, Fedora 36, RHEL 9, or later
Memory	4 GB RAM or more
Disk space	About 300 MB: 55 to 80 MB for the program file, about 220 MB unpacked on first run, plus your database
Browser	A current Microsoft Edge, Google Chrome, Firefox, or Safari
Display screen	Any device with a browser on the same network, or a TV or projector connected to the caller computer
Network	Only needed for display screens on other devices. No internet connection is required.

Installing and starting the program

There is no installer. You copy one program file to the computer and start it. The first launch takes about a minute, mostly for one-time security prompts. Download the file for your system from snowmountainsoftware.com/portfolio/bingo-caller.

System	Download	Program file
Windows	<code>bingo-caller-windows.exe</code>	<code>bingo-caller-windows.exe</code>
macOS, Apple silicon (M1 and later)	<code>bingo-caller-macos.tar.gz</code>	<code>bingo-caller-macos</code>
macOS, Intel	<code>bingo-caller-macos-intel.tar.gz</code>	<code>bingo-caller-macos-intel</code>
Linux, Intel/AMD	<code>bingo-caller-linux.tar.gz</code>	<code>bingo-caller-linux</code>
Linux, Arm 64-bit	<code>bingo-caller-linux-arm64.tar.gz</code>	<code>bingo-caller-linux-arm64</code>

Not sure which Mac you have? Open the Apple menu and choose **About This Mac**: **Chip** means Apple silicon, **Processor** means Intel. On Linux, run `uname -m` in a terminal: `x86_64` is Intel/AMD, `aarch64` is Arm.

Windows: first launch

1. Move `bingo-caller-windows.exe` out of your Downloads folder to a folder you will keep, such as `C:\Bingo Caller 3000` or your Documents folder.
2. Optional: right-click the file, choose **Show more options**, then **Send to > Desktop (create shortcut)**. On Windows 10, **Send to** is on the first menu.
3. Double-click `bingo-caller-windows.exe`.
4. **Windows protected your PC** (SmartScreen) appears, because the program is new to Microsoft's reputation service. Click **More info**, then **Run anyway**. You see this only once per version.
5. A black console window opens and prints startup messages. On the first run of each new version, the program unpacks itself first, which takes a few seconds.
6. **Windows Security Alert** asks whether Node.js JavaScript Runtime may communicate on networks. Node.js is the engine inside Bingo Caller 3000. Tick **Private networks** and click **Allow access**. Without this, display screens on other devices cannot connect.
7. After a few seconds, your default browser opens at `http://localhost:3000`. If it does not, open a browser and type that address yourself.

macOS: first launch

1. Double-click the downloaded `.tar.gz` file to unpack it, if your browser has not already. Move the program file, such as `bingo-caller-macos`, to a folder you will keep, such as your Documents folder.
2. Double-click the program file. macOS blocks it the first time, because it is not from the App Store or a registered Apple developer. Click **Done**.
3. Open **System Settings > Privacy & Security** and scroll to **Security**. Next to the message about `bingo-caller-macos`, click **Open Anyway**, enter your Mac password, and click **Open Anyway** again. You do this only once per version.
4. A Terminal window opens and prints startup messages. On the first run of each new version, the program unpacks itself first, which takes a few seconds.
5. If the macOS firewall is switched on, it asks whether `node` may accept incoming network connections. Click **Allow**, so display screens on other devices can connect.

6. After a few seconds, your default browser opens at `http://localhost:3000`. If it does not, open a browser and type that address yourself.

Linux: first launch

1. Open a terminal and unpack the download into a folder you will keep:

```
mkdir -p ~/bingo-caller  
tar -xzf ~/Downloads/bingo-caller-linux.tar.gz -C ~/bingo-caller
```

2. Start the program from the terminal:

```
~/bingo-caller/bingo-caller-linux
```

3. The terminal prints startup messages. The program unpacks itself first, which takes a few seconds. Linux clears this unpacked copy when the computer restarts, so the first launch after each restart also unpacks.
4. After a few seconds, your default browser opens at `http://localhost:3000`. If it does not, open a browser and type that address yourself.

Use `bingo-caller-linux-arm64` in place of `bingo-caller-linux` on an Arm computer. On Fedora and RHEL, the firewall blocks display screens on other devices until you open the ports (see **Troubleshooting**).

While the program runs

The window that opened when you started the program is the console window: a black window on Windows, a Terminal window on macOS and Linux. The console window *is* the program. Keep it open, minimized if you like, for the whole session. Closing it, or pressing **Ctrl+C** in it, stops Bingo Caller 3000, and every screen stops updating.

To start the program again later, double-click the file or your desktop shortcut on Windows and macOS, or run the same command on Linux. Later launches take a few seconds and show no security prompts.

Where your data is kept

Your sessions, games, patterns, and password are kept in one database file, `dev.db`, in a data folder that is separate from the program file. You can move or replace the program file without losing anything.

System	Data folder	How to open it
Windows	%APPDATA%\BingoCaller3000	Press Windows+R , type the folder name, and press Enter
macOS	~/Library/Application Support/BingoCaller3000	In Finder, press Shift+Command+G , type the folder name, and press Return
Linux	~/.local/share/BingoCaller3000	In Files, press Ctrl+L , type the folder name, and press Enter

This guide calls it the data folder from here on.

Signing in and securing the admin account

Every new install has one administrator account, `admin` with password `admin123`. Change that password before your first event, because anyone on your network who knows the default could sign in.

Sign in

1. On the **Bingo Caller 3000** home page, click **Login**. (Clicking **Admin Dashboard** while signed out also takes you to the sign-in page.)
2. Enter the **Username** and **Password**, then click **Sign In**.
3. The **Admin Dashboard** opens. The bar along the top of every admin page has **Dashboard**, **Patterns**, **Help**, **Change Password**, and **Sign Out**. **Help** opens this guide in a new tab.

Change the password

1. Click **Change Password** in the top bar.
2. Enter your **Current password**, then the **New password** twice. The new password must be at least 8 characters.
3. Click **Change Password**. Use the new password from your next sign-in onward.

If you forget the password

There is no password-reset email, because the program runs entirely on your computer. If the password is lost, contact Snowy Mountain Software through snowymountainsoftware.com. As a last resort, a fresh database restores `admin / admin123` but erases your sessions and pattern changes (see **Managing your data**).

Patterns

Bingo Caller 3000 ships with 231 ready-made patterns, and you can add your own. Only **active** patterns can be picked for games, so switching a pattern off is how you keep it out of your sessions.

Open **Patterns** from the top bar to reach **Pattern Management**.

Find a pattern

Use the **Filters & Search** panel. The page shows **Showing X of Y patterns** as you filter.

Filter	Choices
Search Patterns	Matches name, code, description, and alternative names
Status	Active Only (the default), Inactive Only, All Patterns
Category	Line, Letter, Shape, Special, Holiday, Block, Crazy
Difficulty	Level 1 to Level 5

Each card shows the pattern's picture, category, difficulty, and an **Active** switch. Patterns marked **Rotatable** or **Mirrorable** animate, because any rotation or mirror image of them also wins. **Excluded** shows letter columns that are never called for that pattern, and how many numbers stay in play. Click **View** for full details.

Turn a pattern on or off

Flip the **Active** switch on its card. A pattern used by a game that is waiting to be played or is in play cannot be switched off.

Remove switches a pattern off after you confirm. It is not erased: it moves to **Inactive Only**, games already played keep it, and you can switch it back on at any time.

Create or edit a pattern

1. Click **Create Pattern**, or **Edit** on a card.
2. Fill in the fields below.
3. Click cells in the **Pattern Grid** to mark the squares a player must cover. The center **FREE** square can be part of a pattern.
4. Click **Create Pattern** or **Update Pattern**.

Field	Notes
Pattern Code	Required. A unique short ID such as <code>my_tree</code> . Cannot be changed later.
Pattern Name	Required. Shown to players.
Alternative Names	Optional, comma-separated. Used by search.
Category	Line, Letter, Shape, Special, Holiday, Block, or Crazy
Difficulty	Level 1 (easiest) to Level 5. Used when games are generated.
Pattern can be rotated / mirrored	Tick when a turned or flipped version also wins. Sets the display animation speed in milliseconds (default 1500).
Excluded Number Ranges	Tick B, I, N, G, or O to stop that column's 15 numbers from being called
Pattern is active	On by default
Description	Required. A sentence telling players what to cover.

Excluded ranges speed up patterns that need no squares in a column, such as a letter shape. A session copies each pattern's exclusions when it is created, so editing a pattern later does not change sessions you have already built.

Setting up a session

A session is one event: its player and packet counts, packet prices, and the list of games to play. You enter what you sold, and Bingo Caller 3000 turns the money left after costs into a prize for every game.

Create a session

1. On the **Admin Dashboard**, click **Create New Session**.
2. Enter a **Session Name** and the **Duration (minutes)** you plan to play.
3. Under **Players & Packets** and **Pricing Configuration**, enter your counts and prices (table below).
4. Click **Generate 13 Games** for a ready-made program, or build your own list (see **Choose the games**).
5. Check the **Session Financial Summary** and the prize on each game.
6. Click **Create Session & Open Display**. The session is saved as **scheduled**, and its public display opens in a new browser tab.

Field	Default	Meaning
Session Name	Bingo Funday	Shown on the display screen
Duration (minutes)	180	Planned length, 30 to 360
Number of Players	16	People playing
Single Packets	1	Single packets sold
Double Packets	16	Double packets sold
Single Packet Price	\$10.00	Price of one single packet
Double Packet Price	\$16.00	Price of one double packet
Operating Cost Amount	\$1.00	What the house keeps, per player or per packet
Operating Cost Type	Per Player	Per Player or Per Packet

How prizes are calculated

The prize pool is your packet sales minus operating costs. Each regular game gets one equal share of the pool, and the last two games each get a double share. Prizes are rounded down to whole dollars.

Example: 40 players buy 10 single packets at \$10 and 30 double packets at \$16, for \$580 in sales. An operating cost of \$1 per player takes \$40, leaving a \$540 pool. With 13 games, there are 11 single shares and 2 double shares, so each regular game pays \$36 and the last two pay \$72 each.

To pay a different amount on a game, type it into that game's **Prize Value (\$)**. The game is marked **CUSTOM** and keeps your amount when other numbers change. **Recalculate Prizes** puts every game, CUSTOM ones included, back on the formula.

Choose the games

- **Generate 13 Games** picks 13 different active patterns, mostly difficulty 3 and 4, and ends with **Double Bingo** and **Coverall**.
- **Add Blank** adds the number of games in the box next to it. **Add 1** adds one game. Pick a **Pattern** for each new game, then click **Recalculate Prizes**.
- **Remove** deletes a game from the list.

With 11 or more games, the last two are always **Double Bingo** then **Coverall**. They are marked **LOCKED** and cannot be changed or removed.

The session cannot be saved until these rules are met:

- Each pattern is used only once.
- Regular game prizes do not decrease from one game to the next.
- The last two games pay more than any regular game. A \$0 prize pool fails this rule, so enter your packet sales before saving.

Change a session

Click **Edit** on the session's row in **Recent Sessions**.

- **Session Settings** changes the name, duration, player count, packets sold, packet prices, and operating cost. **Show jokes on the display screen** turns the joke intermission on or off.
- **Games** adds, removes, and changes games. Click **Update Session & Games** to save them.

- **Update & Recalculate Prizes** shares out the money not yet won across the games still to play. Games already played keep their prizes.

If the prizes on the games do not add up to the pool from sales, a **Prize Pool Analysis** box shows the gap. **Update & Recalculate Prizes** closes it, and counts any games you added or removed in the same click.

Add Players signs in late arrivals: enter how many, and click **Add Player(s)**. Each is counted with one single packet, and prizes for games not yet played are recalculated at once. During play, **Edit Players** on the control screen does the same job and also handles double packets (see **Running a game**).

Delete on a session's row permanently removes the session and its games after you confirm.

Running a game

The caller runs the whole event from the control screen: start a game, call balls until someone shouts bingo, confirm the winner, and start the next game. Keep the control screen on the caller's computer and the display on the TV or projector.

Open the control screen

On the **Admin Dashboard**, click **Control** on the session's row. It opens in a new tab. On your first visit, a **Welcome to Bingo Caller 3000!** card lists the basics and the keyboard shortcuts. Click **Got it!** to hide it. **Show Quick Start Guide** brings it back.

The top of the screen shows the player count, the **Elapsed** time, and the **Financial Summary**.

Start a game

1. Under **Select Game to Start**, click **Start** next to the game. Games can be played in any order. The last two are marked **DOUBLE PRIZE**.
2. The display switches to the game board, and a **Game Started** message appears.

Starting the first game sets the session to **active** and starts the **Elapsed** clock.

Call balls

- **Call Number**, or the **Space** bar, draws a random ball. It never draws a number from a column the pattern excludes.

- **Manual Number Entry** calls a ball you choose: type a number from 1 to 75 and press **Enter**. Use it when you draw from a physical blower. It refuses numbers already called or excluded.
- **Auto-call every 10 seconds** draws balls on a timer. Choose 5, 10, 15, or 20 seconds. The display counts down to the next call. Press **A** to switch it on or off.

The caller screen shows the last ball, **Call #N / 75**, the **Current Pattern** with its prize, and a **Call History** of every ball called. **Pattern Color** changes the color of the pattern on the display.

Auto-call switches itself off when you open **Verify Winner**, confirm a winner, or reset a game, so no balls are drawn while a card is checked. Tick it again to resume.

Confirm a winner

1. When a player calls bingo, stop calling. Auto-call stops by itself in the next step.
2. Click **Verify Win**, or press **V**. The **Verify Winner** dialog shows the pattern, the number of calls, and the last ball.
3. Check the player's card against the **Call History** and the pattern. The program does not check cards for you.
4. If the card is not a winner, click **Cancel** and continue calling.
5. If it wins, enter the **Winner Name** and, optionally, the **Card Number**. Click **Confirm Winner**.

The game is marked completed with its full prize. The display returns to the games list and shows the winner on that game's tile.

For two or more winners on the same ball, type all their names in **Winner Name**, such as `Pat and Lee`. Divide the prize between them yourself.

Move to the next game

After a winner is confirmed, click **Start Next Game** in the green **Game Completed!** box, or **Start** on any game in the list. The next game does not start by itself, so you can take a break between games.

Pause, reset, and late arrivals

- **Pause Session** stops calling, auto-call, and keyboard shortcuts until you click **Resume Session**.

- **Reset Game** clears every ball called in the current game and starts it over, after you confirm. Click **Current Game** under **Display Control** to put the board back on the display afterward.
- **Edit Players** updates the player count, packets sold, prices, and operating cost mid-session. Click **Update Configuration**. Games already played keep their prizes, and the rest of the pool is shared across the games still to play.

If the control tab is refreshed or closed during a game, open **Control** again. The game resumes where it left off, with every ball already called, and a **Game Resumed** message confirms it.

End of the session

The session ends by itself when the last game's winner is confirmed. The status changes to **completed** and the display thanks the players. The session's row on the dashboard then shows a **Metrics** button (see **Session metrics**).

Display screens

The display is a web page for your players, and any number of screens can show it at once. Use a TV or projector plugged into the caller computer, or open the page on any other computer, smart TV, or tablet on the same network. The display needs no sign-in and has nothing to click.

On a TV or projector connected to the caller computer

1. Connect the TV or projector and set it to extend the desktop rather than mirror it:
 - Windows: press **Windows+P** and choose **Extend**.
 - macOS: open **System Settings > Displays**, select the TV, and set **Use as** to **Extended display**.
 - Linux: open **Settings > Displays** and choose **Join Displays**.
2. On the **Admin Dashboard**, click **Display** on the session's row. The display opens in a new tab.
3. Drag that browser window onto the TV, then switch it to full screen: **F11** on Windows and Linux, **Control+Command+F** on macOS. Press the same keys again to leave full screen.

On another device on your network

1. Find the caller computer's network address, for example `192.168.1.50` :
 - Windows: press **Windows+R**, type `cmd`, press **Enter**, then type `ipconfig` and press **Enter**. Use the **IPv4 Address**.
 - macOS: open **System Settings > Wi-Fi** (or **Network** for a cable), click **Details** next to your connection, and read **IP address**.
 - Linux: run `hostname -I` in a terminal. Use the first address.
2. On the caller computer, click **Display** on the dashboard and copy the address from the browser bar. It looks like `http://localhost:3000/display/` followed by the session's ID.
3. On the other device, open a browser and enter the same address with `localhost` replaced by the caller computer's address, for example `http://192.168.1.50:3000/display/...`
4. Switch the browser to full screen, using the device's full-screen option.

The caller computer's firewall must let other devices reach ports 3000 and 3001. On Windows, allow Node.js through Windows Firewall on **Private networks**, and make sure Windows treats your network as **Private**. On macOS, allow `node` if the firewall asks. See **Troubleshooting** if the page does not load.

What players see

Screen	When	What it shows
Games list	Before the first game and between games	Every game as a tile with its pattern, UPCOMING , NOW PLAYING , or COMPLETE , and winners' names on finished games. The last two games are gold JACKPOT tiles.
Current game	While a game is being called	The pattern with its difficulty, the 75-number board, the last three calls, the current ball, a fun fact about that number when number facts are on, an auto-call countdown, and progress through the game
Jokes	Between games, when jokes are on	A joke question, then its answer, alternating with the games list

New balls roll in from the side and drop onto the board. If the computer showing it is set to reduce motion or animations, the display skips them. The display plays no sound, and prize amounts are not shown on it.

Choose what the display shows

On the control screen, the **Display Control** card has three buttons:

- **Auto** switches between the games list and the current game by itself. This is the normal setting.
- **Games List** holds the games list on screen, even during a game.
- **Current Game** holds the game board on screen. It works only while a game is running.

The display returns to **Auto** whenever the program restarts.

Display settings

Click **Display Settings** on the **Admin Dashboard**. Changes apply to the active session, or to the most recent one, and reach open displays immediately. **Show number facts during games** is the exception: it applies to every session.

Setting	Default	What it does
Show jokes on the display screen	Off	Shows jokes between games. There are 900, and none repeats within a session.
Show number facts during games	Off	Shows a fact about each number as it is called, in the bar at the bottom of the game screen. Applies to every session.
Games Display Duration (seconds)	16	How long the games list shows between jokes
Joke Question Duration (seconds)	4	How long each question shows before its answer
Joke Answer Duration (seconds)	4	How long each answer shows
Display Outer Margin (pixels)	0	Adds a border for TVs that cut off the edges of the picture
Display Update Delay (milliseconds)	1000	Waits this long before showing each update. Raise it if the display falls behind the caller, lower it for quicker updates.

If a display shows a red bar saying **Realtime connection unavailable**, it has lost its live connection and is refreshing every 3 seconds instead. The game carries on, with slightly slower updates. See **Troubleshooting**.

Session metrics

Once a session is completed, its **Metrics** page sums up the night: every game's calls, winner, and prize, plus number statistics players enjoy hearing. Click **Metrics** on the session's row in **Recent Sessions**. The page opens in a new tab.

Item	What it shows
Games played	Games in the session and how many were completed
Total calls	Balls called across all games, and the average per game

Item	What it shows
Unique numbers called	How many different numbers came up, out of those in play
Even / Odd	Count of even and odd calls
Never called	Numbers in play that never came up
Hottest and coldest numbers	The numbers called most and least often
Called in every game	Numbers that came up in every game, if any
BINGO letter distribution	A bar chart of calls per letter, with the hottest and coldest letters
First and last calls of the night	The opening and closing balls, with their games
Shortest and longest games	The games won in the fewest and the most calls
Per-game summary	A table of each game: pattern, calls, first and winning ball, winner, and prize

The **Per-game summary** is your record of prizes paid. To keep a copy, print it to PDF: on Windows press **Ctrl+P** and choose **Microsoft Print to PDF**; on macOS press **Command+P** and choose **Save as PDF**; on Linux press **Ctrl+P** and choose **Save as PDF** or **Print to File**. You can also print it on paper.

Managing your data

Everything you create lives in the data folder: `%APPDATA%\BingoCaller3000` on Windows, `~/Library/Application Support/BingoCaller3000` on macOS, and `~/.local/share/BingoCaller3000` on Linux. **Where your data is kept** shows how to open it. Back it up before each event, and copy the whole folder when you move to a new computer. Always close the console window before you copy, replace, or delete anything in it.

File	What it holds
<code>dev.db</code>	Sessions, games, winners, prizes, patterns, display settings, and your password

File	What it holds
auth-secret	The key that keeps sign-ins valid. Back it up with dev.db.

Back up

1. Close the Bingo Caller 3000 console window.
2. Open the data folder.
3. Copy dev.db and auth-secret to a USB drive or cloud folder. Put the date in the folder name, for example Bingo backup 2026-09-04.

Restore a backup

1. Close the console window.
2. Copy your backed-up dev.db and auth-secret into the data folder, replacing the files there.
3. Start the program. Sign in with the password that was current when the backup was made.

Move to another computer

A backup works across systems, so you can move from Windows to a Mac or Linux computer, or back.

1. Back up as above on the old computer.
2. On the new computer, start the program once so it creates its data folder, then close the console window.
3. Restore your backup into the data folder on the new computer.

Upgrade to a new version

1. Close the console window.
2. Download the new version from snowymountainsoftware.com/portfolio/bingo-caller and replace your old program file with the new one. Keep the same file name so your desktop shortcut still works.
3. Start it. Windows or macOS asks once more for the new file, as on first launch. Your sessions, patterns, and password carry over, because an upgrade never overwrites an existing database.

Start over with a fresh database

This erases every session and pattern change, and resets the login to `admin` / `admin123`.

1. Close the console window.
2. In the data folder, delete `dev.db`, or rename it to keep a copy.
3. Start the program. It creates a new database with the full built-in pattern library.

Uninstall

1. Close the console window.
2. Delete the program file, and its desktop shortcut if you made one.
3. To remove your data, delete the data folder.
4. To reclaim the unpacked program files, delete the `caxa` folder in your temporary folder. On Windows, press **Windows+R**, type `%TEMP%\caxa`, and press **Enter**. On macOS, run `open "$TMPDIR/caxa"` in Terminal. Linux removes it when the computer restarts.
5. Optional, on Windows: in **Windows Security > Firewall & network protection > Allow an app through firewall**, remove the **Node.js JavaScript Runtime** entries.

Troubleshooting

Most problems come from security settings or the network. The console window prints what the program is doing, so read its last lines first when something goes wrong.

Windows will not let the program run

- **Windows protected your PC** with no **Run anyway** button: click the small **More info** link first, and the button appears.
- **Smart App Control blocked part of this app**: Windows 11's Smart App Control blocks unsigned programs and offers no override. It can be switched off in **Windows Security > App & browser control > Smart App Control settings**, but Windows cannot switch it back on without a reset. Decide whether that suits your PC.
- Your antivirus removed or quarantined the file: restore it from the antivirus quarantine and add an exclusion for it.
- Windows 11 in S mode cannot run the program at all.

macOS will not let the program run

- **Open Anyway** is missing from **Privacy & Security**: double-click the program file once more, click **Done**, then look again. The button appears for about an hour after a blocked launch.
- To skip the prompt entirely, open Terminal, type `xattr -d com.apple.quarantine` (with a space at the end), drag the program file into the window, and press **Return**.
- **Permission denied**, or the file opens in a text editor: the download lost its run permission. In Terminal, type `chmod +x` (with a space), drag the program file into the window, and press **Return**.

Linux will not run the program

- **Permission denied**: run `chmod +x ~/bingo-caller/bingo-caller-linux`, then start it again.
- An error naming `libssl` or OpenSSL: the system is older than the requirements. Use Ubuntu 22.04, Debian 12, Fedora 36, RHEL 9, or later.
- **Exec format error**: the file does not match the computer. Download the Arm build for an Arm computer, or the Intel/AMD build for any other.

The browser does not open

Open any browser and go to `http://localhost:3000`. The program is running as long as the console window is open.

The console window closes at once, or mentions EADDRINUSE

Another program, or a second copy of Bingo Caller 3000, is using port 3000 or 3001. Close any other copy first. If the problem stays, run on a different web port.

On Windows:

1. Press **Windows+R**, type `cmd`, and press **Enter**.
2. Type `cd` and a space, drag the folder holding `bingo-caller-windows.exe` into the window, and press **Enter**.
3. Type `set PORT=3002` and press **Enter**.
4. Type `bingo-caller-windows.exe` and press **Enter**.

On macOS and Linux, open a terminal, type `PORT=3002` (with a space at the end), drag the program file into the window or type its path, and press **Enter**. For example:

```
PORT=3002 ~/bingo-caller/bingo-caller-linux
```

Then use `http://localhost:3002` in place of `http://localhost:3000` everywhere, including on display screens. Change only the web port. Displays always use port 3001 for live updates, so a program holding 3001 must be closed instead.

A display on another device will not load

1. Check that the device is on the same network as the caller computer. Guest Wi-Fi networks often keep devices apart.
2. Check the address uses the caller computer's current network address. Home routers can change it between events.
3. Check the caller computer's firewall, as below for its system.

Windows. Open **Settings > Network & internet**, open your connection's properties, and set it to **Private network**. Then open **Windows Security > Firewall & network protection > Allow an app through firewall**, and make sure **Node.js JavaScript Runtime** is ticked under **Private**. If it still fails, right-click **Start**, choose **Terminal (Admin)** or **Windows PowerShell (Admin)**, and run:

```
New-NetFirewallRule -DisplayName "Bingo Caller 3000" -Direction Inbound -
Protocol TCP -LocalPort 3000,3001 -Action Allow -Profile Private
```

macOS. Open **System Settings > Network > Firewall**. If it is on, click **Options** and make sure `node` is set to **Allow incoming connections**.

Linux. Ubuntu and Debian leave the firewall off by default. If you switched on `ufw`, run `sudo ufw allow 3000:3001/tcp`. On Fedora and RHEL, run:

```
sudo firewall-cmd --permanent --add-port=3000-3001/tcp
sudo firewall-cmd --reload
```

A display shows Realtime connection unavailable

The display has lost its live link on port 3001 and refreshes every 3 seconds instead. Play can continue. To restore live updates, check the firewall steps above, and make sure the console window on the caller computer is still open.

The control tab was closed during a game

Click **Control** on the session's row in the dashboard. The game resumes with every ball already called. If you start the game over instead, use **Reset Game**.

The session will not save

A **Game Configuration Issues** message lists what to fix. Usually a pattern is used twice, a custom prize is lower than an earlier game's, or the prize pool is \$0 because no packet sales were entered. See **Setting up a session**.

A pattern cannot be switched off

A game that is waiting to be played, or in play, uses it. Remove it from that session's games, or finish the session, then switch it off.

The computer goes to sleep during an event

Sleep stops the program until the computer wakes. Before an event, keep the computer plugged in and stop it from sleeping:

- Windows: open **Settings > System > Power** and set the screen and sleep times to **Never** while plugged in.
- macOS: open **System Settings > Lock Screen** and set **Turn display off on power adapter when inactive** to **Never**. On a laptop, also turn on **Prevent automatic sleeping on power adapter when the display is off** under **Battery > Options**.
- Linux: open **Settings > Power**, set **Screen Blank** to **Never**, and switch off **Automatic Suspend**.

Getting help

Visit snowymountainsoftware.com. Include your version number (1.0.3), your system (Windows, macOS, or Linux), and the last lines of the console window when you ask for help.

Quick reference

Item	Value
Default sign-in	admin / admin123 . Change it before your first event.
Caller address	http://localhost:3000
Display address	http://<caller computer address>:3000/display/<session ID>
Ports	3000 for web pages, 3001 for live display updates
Data folder	Windows %APPDATA%\BingoCaller3000 , macOS ~/Library/Application Support/BingoCaller3000 , Linux ~/.local/share/BingoCaller3000
Stop the program	Close the console window, or press Ctrl+C in it
This guide	Help in the top bar of every admin page
Downloads and updates	snowymountainsoftware.com/portfolio/bingo-caller
Support	snowymountainsoftware.com

Control screen keyboard shortcuts

Space, V, A, and R work while a game is running, and ? works at any time. Shortcuts are ignored while you type in a box, and none work while the session is paused.

Key	Action
Space	Call the next random ball
V	Open Verify Winner
A	Turn auto-call on or off
R	Reset the current game, after you confirm
?	Show the keyboard shortcuts

Key	Action
Enter	Call the number typed in Manual Number Entry
F11	Full screen in a browser on Windows and Linux (Control+Command+F on macOS)

Before each event

- ☐ Back up the data folder
- ☐ Set the computer's sleep time to **Never**
- ☐ Create the session with the night's packet sales, and check the prizes
- ☐ Open the display on every screen and check it from the back of the room
- ☐ Call a test ball on the control screen, then **Reset Game**

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