



Control Decks Guide

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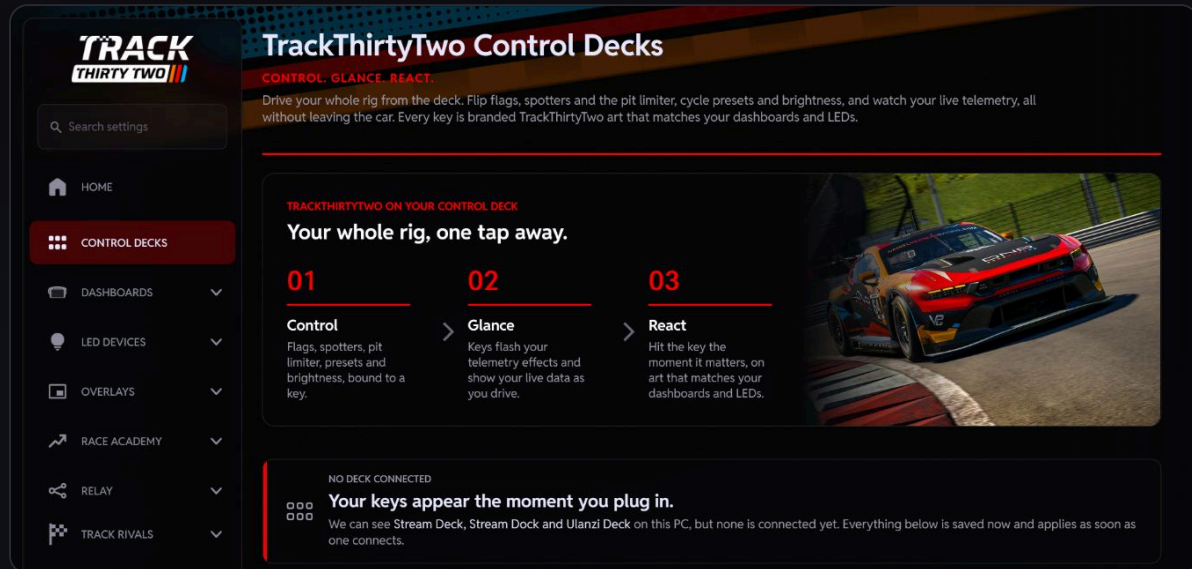
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What a Control Deck is

A control deck is the one TrackThirtyTwo product that is an input and an output at the same time.



CONTROL DECKS. THE THREE THINGS A DECK DOES, AND WHETHER ONE IS PLUGGED IN

"Drive your whole rig from the deck. Flip flags, spotters and the pit limiter, cycle presets and brightness, and watch your live telemetry, all without leaving the car. Every key is branded TrackThirtyTwo art that matches your dashboards and LEDs."

A control deck is a grid of small screens that are also buttons. TrackThirtyTwo turns it into a race control panel: keys that *do* something, keys that *show* something, and keys that *react* to the session on their own.

What the top of the page tells you

The card at the top of **CONTROL DECKS** is headed **TrackThirtyTwo ON YOUR CONTROL DECK**, under the line **Your whole rig, one tap away**. It numbers the three jobs in the plugin's own words, and they are the three this guide is built around.

ON THE CARD	WHAT IT PROMISES
01 Control	"Flags, spotters, pit limiter, presets and brightness, bound to a key."
02 Glance	"Keys flash your telemetry effects and show your live data as you drive."
03 React	"Hit the key the moment it matters, on art that matches your dashboards and LEDs."

I Before you start

Three things have to be true before anything on the next page will work. None of them takes more than a minute, and this guide assumes all three from here on.

1 SimHub, up to date

Everything TrackThirtyTwo does runs inside **SimHub**, the free app that reads your sim and talks to your hardware. If you have never installed it, get it from simhubdash.com first. TrackThirtyTwo uses new SimHub features as they land, so an old SimHub holds things back.

2 The TrackThirtyTwo plugin, installed and signed in

The **SimHub Plugin Installation Guide** covers both, start to finish. Signing in is what unlocks your products: there is no licence key and no code to type. The plugin's home page reads **Plugin Activated** in green when it has worked.

3 A membership that includes Control Decks

TEAM DRIVER

Control Decks needs **Team Driver** or above. If the page is behind a padlock, that is what it is telling you. The status line at the top of the plugin's home page, beside the version, names the tier the plugin is currently unlocking against.

Where to find it

CONTROL DECKS in the rail down the left. It is a single page.

There is a fourth thing: your deck maker's own software. TrackThirtyTwo adds keys to Stream Deck, Stream Dock or Ulanzi Deck. It does not replace them. Install that first, from the maker, and let it see your deck. The plugin says so plainly when it cannot find one: **No deck software found on this PC.**

I Before you start (continued)

If the settings are gone and a photograph of a deck is in their place, that is the membership. The whole page is replaced by the membership gate, and it scrolls in four parts: a hero carrying the photo, the heading **TrackThirtyTwo CONTROL DECKS** and the line **Your whole rig, one tap away.**; a band headed **WHAT YOU GET** repeating the same three steps, Control, Glance and React; a padlocked band reading **TrackThirtyTwo Control Decks needs a Team Driver membership** with the buttons on it; and a card at the bottom naming the tier and what it costs a month, so you can see the price before you go looking for it.

The button on the padlocked band changes to suit your account: **Go to Home to sign in** if you are signed out, **Become a member** if you have no membership yet, or **Upgrade membership** if the one you have does not reach Team Driver. **Learn more** sits next to it and opens the Control Decks page on our website in your browser, so you can read what it does before you decide.

I Which decks are supported

Three makers, one TrackThirtyTwo app, and the page is usable before you own any of them.

MAKER	SOFTWARE	NEEDS
Elgato Stream Deck	Stream Deck	Version 6.9 or newer
Mirabox Stream Dock	Stream Dock	Version 2.9 or newer
Ulanzi Deck	Ulanzi Deck	No minimum

The TrackThirtyTwo app is the same on all three. Same eight action types, same key art, same settings. Only the host software differs, so nothing in this guide changes depending on which deck you own.

Before a deck is plugged in

"Your keys appear the moment you plug in."

The page works with nothing connected. It says which deck software it can see on this PC, and everything you set is saved and applied as soon as a deck appears. You do not have to have the hardware in front of you to set it up.

If you do not own a deck yet, the page has a link for that. When it can find no deck software at all, the blue No deck software found on this PC card ends with a row reading See what TrackThirtyTwo Control Decks can do and Open. That opens the Control Decks page on danielnewmanracing.com in your browser.

I Getting TrackThirtyTwo onto your deck

Three steps, and the plugin does the middle one for you.

1 Install your deck maker's software

Stream Deck, Stream Dock or Ulanzi Deck, from the maker. The plugin needs it present before it can add anything to it.

2 Let the plugin install the TrackThirtyTwo app

It does this on its own. **Keep my Control Deck apps up to date automatically**, on the **Updates** tab of **SETTINGS**, then **SYSTEM SETTINGS**, keeps it current afterwards.

You can also do it on the spot. A blue banner near the top of the page appears when there is something to do, and its button says which: **INSTALL** under **Install the TrackThirtyTwo app for your Stream Deck**, or **UPDATE** under **Stream Deck update available**, with your own deck named in place of that one. The update wording tells you what pressing it costs: "Update closes the deck software, swaps the app and reopens it."

3 Drag TrackThirtyTwo keys onto your layout

In your deck software, **TrackThirtyTwo** appears in the action list beside everything else you have. Build a page the way you would any other.

"Your Stream Deck, Stream Dock and Ulanzi apps install and update themselves in the background. Installing closes your deck software for a few seconds, so it waits until no game has been open for a while, and never does it while you are playing."

That pause is deliberate, and it is why the app sometimes takes a while to appear. Installing has to close your deck software briefly. Rather than doing that mid race, the plugin waits for a quiet moment. If you want it now, close your sim and leave the rig alone for a few minutes.

I The eight kinds of key

Eight actions, and the difference between them is whether a key acts, shows, or does both.

In your deck software, TrackThirtyTwo contributes eight actions. Everything you build is one of these.

ACTION	WHAT IT IS FOR
TrackThirtyTwo Toggle	Turn a TrackThirtyTwo feature on or off: flags, spotter, control panel, dark mode and more
TrackThirtyTwo Colour	Cycle a TrackThirtyTwo colour or theme: dark mode, wheel, flag box, universal
TrackThirtyTwo Action	Fire a one press action: presets, brightness, mask reset, low fuel acknowledge, Quick Glance
TrackThirtyTwo Display	A live read-out from the car. Read only: it shows, it does not do
TrackThirtyTwo iRacing Actions	Control iRacing itself: pit service, camera, replay and capture
TrackThirtyTwo Hotkey	Send a keystroke you have bound in the sim or in SimHub
TrackThirtyTwo Custom Hotkey	Your own image on a key, which still carries every TrackThirtyTwo effect
TrackThirtyTwo Dial	Stream Deck+ only. Show a live value on a dial and turn it to adjust

Start with two keys, not twenty. A preset cycle and a Quick Glance will cover most of what you actually reach for mid stint. The rest is easier to choose once you know what you miss.

I TrackThirtyTwo Toggle: 34 switches

The biggest of the eight lists, and the one that makes a deck worth having mid session.

A toggle key turns one TrackThirtyTwo setting on or off, and the key face shows which state it is in. The list is grouped by device.

GROUP	WHAT YOU CAN TOGGLE
Dash	Control Panel and Invisible Dash, each per layout: Standard, Endurance, Speedway, Rally
RPM LEDs	Specific RPMs, Flags, Spotter, Engine Start
Wheel	Flags, Spotter, Redline Flash, Engine Start
Button Box	Flags, Spotter, Pit Limiter, Engine Start
Flag Box	Gears, Spotter, Low Fuel, Temp Warning
Brows	Flags, Spotter, TC, ABS
Ambient	Flags, Spotter, Pit, Low Fuel
Co-Pilot	Flags, Clutch
Dark Mode / Universal	Dark Mode, Blue Flag, White Flag / Slow Car

A toggle on the deck is the same switch as the one on the device page. There is no separate deck copy of it, so turning flags off from a key turns them off in the plugin too, and it stays off next session.

I TrackThirtyTwo Action and TrackThirtyTwo Colour

The keys that change something. Between them they cover almost everything you would otherwise stop and open the plugin for.

TrackThirtyTwo Action: one press, something happens

GROUP	WHAT YOU CAN FIRE
Presets	Next and previous, for Wheel, Button Box, RPM, Brows, Flag Box, Ambient, Dark Mode and Co-Pilot
Brightness	Up and down, globally or per device. Ambient splits into menu and game
Ambient mask	Mask Reset, Mask Relearn, and stepping the selected light up or down
Delta reference	Cycle the delta reference on Endurance, Race Control, Chrono and Co-Pilot
Other	Acknowledge Low Fuel
Quick Glance	Hold to show a second screen, release to go back. Standard, Speedway, Chrono and Co-Pilot

TrackThirtyTwo Colour: cycle a colour or theme

Twelve targets, each with a next and a previous: Dark Mode, Wheel Menu and Game, Flag Box Gear, Button Box Menu and Game, Ambient Menu and Game, Universal Menu and Game, RPM Style and RPM Colour.

Quick Glance is a hold, not a press. It shows the second screen for as long as the key is down. That makes it the one deck key worth putting where your thumb naturally falls.

I TrackThirtyTwo Display: the car on a key

Around sixty read-outs, and each one is a key that shows a number and nothing else.

A Display key is a live read-out. It is **read only**, so pressing it does nothing, and the value is drawn in TrackThirtyTwo art, colour coded to match your lights.

GROUP	READ-OUTS
Car control	TC, TC Cut, TC Slip, ABS, Brake Bias, Brake Migration, Engine Map, Differential, Front and Rear Anti-roll Bar, ERS Mode, Virtual Energy
Timing	Delta, Delta V, Safety Car Delta, Estimated Lap, Last Lap, Best Lap, Sectors 1 to 3, Best Sectors, Time of Day
Session	Fuel, Pit Fuel to add, Position, Class Position, Grid Position, Places Gained, Session Phase, Session Time Left, Session Laps Left, Pit Stop Count, Last Pit Lap, Last Pit Duration
The field	Gap to Leader, Gap to Class Leader, Interval to Car Ahead, Class Rival Ahead and Behind with their gaps, Strength of Field, Licence, Incidents, Incidents vs Limit
Conditions	Track State, Track Temp, Air Temp, Wind Speed, Flag State, Yellow Sector, Start Lights, Pit Lane Open / Closed, Penalties, Track Limits, Car Warning
Tyres and brakes	Temperature, pressure and wear per corner, and brake temperature per corner

A Display key is the cheapest dashboard you will ever add. If you race without a dash display, four of these keys give you fuel, delta, position and brake bias without another screen on the rig.

I TrackThirtyTwo iRacing Actions

Five groups, and the first one is worth the deck on its own.

iRacing only. These control the sim itself rather than TrackThirtyTwo, and they work by talking to iRacing directly.

GROUP	ACTIONS
Pit service	All Tyres, Front, Rear, Left, Right, and each corner on its own; Auto Fuel; Refuel (toggle); Windshield Tear-off; Fast Repair; Tyre Compound; Clear Pit; Clear Tyres
The car	Enter / Exit / Tow Car
Cameras	Next Camera, Previous Camera, Focus Leader, Focus My Car, Car Ahead, Car Behind, Scenic View, TV View
Replay	Play / Pause, Rewind, Fast Forward, Jump to Start, Jump to End, Next and Previous Incident, Next and Previous Lap
Capture	Screenshot, Video Capture, Reload Textures, Telemetry Record

Pit service on a deck is the reason many people buy one. Setting tyres and fuel from labelled keys on the approach is far less error prone than the black box, and it is one of the few things you genuinely cannot do as quickly any other way.

If a key does nothing, check the focus setting. Some actions work by typing into the sim, and typing needs the sim to be the front window. That is what **Focus iRacing For Typed Commands** on the plugin's page is for.

I Hotkeys, custom keys and dials

The three actions you configure yourself, rather than picking from a list.

TrackThirtyTwo Hotkey

Sends a keystroke you have bound in the sim or in SimHub, so anything either of them can do on a key, a TrackThirtyTwo key can do with proper art on it.

YOU SET	FROM
Choose a key	F1 to F24, 0 to 9, A to Z, the numpad, arrows, Home / End / Page Up / Page Down, Insert, Delete, Space, Enter, Tab, Escape, Backspace and punctuation
Modifiers	Ctrl, Alt, Shift, in any combination
Label	What the key says
Colour	Neutral, Traction Control, ABS, Brake Bias, Engine Map, Anti-roll Bar, TrackThirtyTwo Orange
Control Mapper role	Rather than a keystroke, drive a SimHub Control Mapper role directly

TrackThirtyTwo Custom Hotkey

The same, with **your own image** on the key. It keeps every TrackThirtyTwo effect (flags, the pit limiter and the spotter still flash on it), so a personal icon does not cost you the thing that makes a TrackThirtyTwo deck useful.

TrackThirtyTwo Dial

Stream Deck+ only. A dial shows a live value and turns to adjust it. Two modes: **TrackThirtyTwo control (direct)** for a setting like TC or brake bias, or **Camera cycle (iRacing)** with a list of cameras you choose.

I Setting the deck up in the plugin

Two settings on the plugin's page, and both of them are behind more tickets than they should be.

Control Deck Orientation

SETTING	WHAT IT DOES
Mounting Orientation	Horizontal or Vertical . Tells the plugin how the deck is fitted so the key art is drawn the right way up

Set this before you spend time on a layout. Rotating afterwards changes which key is where, and you will be rebuilding the page.

Focus iRacing For Typed Commands

Some race control actions work by typing into the sim's chat, and that only works when the sim has focus. This brings iRacing forward first. If a chat or race control key does nothing while another window is in front, this is the setting.

Leave it on unless you have a reason not to. The only cost is that the sim comes to the front when you press one of those keys, which is where you were looking anyway.

I Telemetry effects on the deck

Five effects, and they are the same five, from the same settings, as the rest of your rig.

The deck carries the same telemetry effects as your other TrackThirtyTwo devices, so it reacts alongside them rather than doing its own thing. Each has its own switch on the Control Decks page.

EFFECT	WHAT IT DOES ON THE DECK, IN THE PLUGIN'S OWN WORDS
Flags	"While a racing flag is shown, every key flashes the flag colour (a checkerboard for black, safety car and checkered), in time with your wheel and button box LEDs."
Spotters	"When a car is alongside, the left and right column flash the spotter colour: left column for a car on your left, right column for a car on your right."
Pit Limiter	"While the pit limiter is on, the keys alternate by row between your two pit limiter colours, matching your LEDs."
Redline Flash	"When the car reaches its redline, every key flashes your wheel redline colour to match the wheel LEDs, using the same per-car redline data as your TrackThirtyTwo dashboard. Off by default, as a constant flash can distract some drivers."
Engine Start	"When the engine fires, the keys play a one-off spark shower (light up, hold, fade) using your engine start colour and animation time."

Which edge flashes is read off Mounting Orientation. Set it to Vertical if your deck is turned on its side, and the pit limiter and spotter "flash across the top and bottom rows instead of the left and right columns, so they line up with the track". On Horizontal they use the columns.

Redline

SETTING	WHAT IT DOES
Redline Behaviour	TrackThirtyTwo Redline Values (Default), or SimHub per Car Settings values
Last Gear Redline	"Enable or Disable the Redline flashing when in the last gear"

I Telemetry effects on the deck (continued)

Redline Behaviour is the one that carries the orange caption **Global Setting**, applies to all compatible device profiles, printed under its heading and above its two choices. **Last Gear Redline** is a plain switch with a help icon and no caption of its own, but the expander that holds the pair is badged **Applies to all Devices**, so either one you change here changes on your wheel and on the rest of your TrackThirtyTwo lighting as well.

I Changing the shared settings without leaving the page

Four expanders, one badge, and the badge is the part people miss.

Four of the five effects have a small expander under their switch, and opening it drops the shared settings behind that effect straight into the Control Decks page. You do not have to go and find them.

EXPANDER	WHAT OPENS INSIDE IT
Edit Universal Flags Settings	Which flags exist, their blink speed, whether flags or the spotter wins, the yellow sector choice and the pit lane choice
Edit Universal Spotter Settings	Spotter Colour and Spotter Frequency Close
Edit Universal Engine Start Settings	Engine Start Colour and Animation Duration (ms)
Edit Universal Redline Settings	Redline Behaviour and Last Gear Redline

Every one of them is badged Applies to all Devices, and it means it. These are not deck copies of the settings. Changing the spotter colour in the expander on this page changes it on your wheel, your button box, your brows and your room at the same time. The switch above the expander is the only part that is about the deck alone.

An expander is only drawn once its effect is switched on. If you are looking for one and it is not there, turn the switch above it on and it appears.

The spotter expander is shorter here, on purpose

It holds two things. **Spotter Colour**, whose help reads "Colour Selection for the Spotter LED animation", is the colour the columns flash. **Spotter Frequency Close**, "the speed in ms for how fast the Spotter animation is for cars at minimum distance", is how fast they flash, and on a deck it is the only speed used.

That is why **Spotter Frequency Far** and **Spotter Distance Far** are not on this page. They shade the LED animation as a car drops back, which a deck does not do, so they stay on your LED pages. A deck simply lights the column while the sim says a car is alongside you.

I The colour squares, and the picker behind them

One picker, used everywhere in the plugin, so learning it once covers every colour you will ever set.

Colours on this page are set from small squares that sit beside the setting they belong to. Clicking one opens the picker the whole plugin shares, headed **CHOOSE COLOUR**, with a cross in the corner to close it.

IN THE PICKER	WHAT IT IS FOR
The large square	Drag inside it to set how strong and how pale the colour is
The strip under it	The hue: drag along it to move around the spectrum
The # box	Type or paste a hex value straight in, which is how you match a colour you already have written down
OPACITY	How solid the colour is, read out in per cent beside the label, with 100% fully on. Its track sits over a checkerboard so a see through choice reads as see through rather than as black
TrackThirtyTwo COLOURS	Three swatches, one press each, in the house colours: TrackThirtyTwo Orange, TrackThirtyTwo Red and TrackThirtyTwo Blue
PALETTE	Sixteen named swatches in two rows of eight, chosen to cover the spectrum: Black, White, Red, Crimson, Orange, Amber, Yellow, Lime, Green, Teal, Cyan, Sky Blue, Blue, Violet, Magenta and Hot Pink

Which square is which on this page

WHERE THE SQUARE SITS	WHAT IT COLOURS
Beside Pit Limiter	Two squares, not one. The keys alternate by row between them
Beside Redline Flash	Your wheel redline colour, which is why the keys and the wheel LEDs flash the same shade
Inside Edit Universal Spotter Settings	Spotter Colour
Inside Edit Universal Engine Start Settings	Engine Start Colour

I The colour squares, and the picker behind them (continued)

Start from TrackThirtyTwo COLOURS or PALETTE, not from the large square. A named swatch is one press, and the sixteen in PALETTE are picked to cover the spectrum. Save the hue strip for when you are matching something exactly, and if you already know the hex value, the # box beats dragging for it.

I Two flag choices to make before you race

Two radio buttons, set once for the whole rig, that decide how loud your deck is.

Both of these live inside **Edit Universal Flags Settings**, and both matter more on a deck than anywhere else on the rig, because a flag lights every key at once rather than a strip you can look away from.

SETTING	YOUR TWO OPTIONS, WORD FOR WORD
Flags Visible Yellow Sector	Show Yellow Sector Flag from whole track (Default), or Show Yellow Sector Flag only in current sector
Flags in Pit Lane	Always Visible (Default), or Flags Deactivated in the Pit Lane

Yellow sector scope is the one to think about first. Left on the default, your whole deck goes yellow for an incident anywhere on the circuit, which is the safest and the busiest. **Show Yellow Sector Flag only in current sector** keeps the keys quiet until the trouble is in front of you. Neither is wrong, and the right one depends on how much you want to be told about racing that is nowhere near you.

Flags in the pit lane are worth a second thought too. On **Always Visible (Default)** the keys keep flashing while you are stopped, which is exactly when you want to be reading a Display key or hitting pit service. Switching to **Flags Deactivated in the Pit Lane** gives you a still deck for the stop and brings the flags back on the way out.

I What the flag settings actually are

The flag settings are shared, so they are set once and every device obeys them.

Edit Universal Flags Settings, an expander on the Control Decks page, opens them without leaving the page. It is badged **Applies to all Devices**, and it means it: everything here applies to every TrackThirtyTwo device at once.

SETTING	WHAT IT DOES
Flags Priority	Whether Flags take priority over Spotter (the default) or Spotter takes priority over Flags . A yellow while a car is alongside is a real situation, and one light cannot show both
Flags selection	Which flags exist at all, each with its own switch, all on out of the box: Checkered , Safety Car , Green , White Final Lap , Blue , White Slow Car , Orange (Meatball) , Black , Yellow , Red and Debris
Toggle Blue Flag and Toggle White Slow Car Flag	Hotkeys, under Blue and White Slow Car, to switch those two on and off from a button while you drive
Flags Visible Yellow Sector	Show Yellow Sector Flag from whole track (Default) , or Show Yellow Sector Flag only in current sector . Whole track is safest and busiest; current sector only lights your keys when the yellow matters to you
Flags Blink Frequency	“Set the flashing speed of the Flag Animations.” 100 to 3000 milliseconds
White Flag Final Lap Duration	How many seconds the final lap white flag shows, 1 to 60
Checkered Flag Duration	The same for the chequered flag
Flags in Pit Lane	Always Visible (Default) , or Flags Deactivated in the Pit Lane

I Spotter and engine start settings

The other shared expanders on the Control Decks page. Like the flags, they are set once and obeyed everywhere.

Edit Universal Spotter Settings

SETTING	WHAT IT DOES
Spotter Colour	“Colour Selection for the Spotter LED animation”
Spotter Frequency Far	“Select the speed in ms for how fast the Spotter animation is for cars at maximum distance.” 100 to 3000
Spotter Frequency Close	“Select the speed in ms for how fast the Spotter animation is for cars at minimum distance.” 100 to 3000
Spotter Distance Far	“Select the distance in meters for when the Spotter animation will change frequency.” 1 to 50

On the Control Decks page the two Far settings are not shown. They still apply to your keys, and the spotter expander on any other device's page sets them.

Edit Universal Engine Start Settings

SETTING	WHAT IT DOES
Engine Start Colour	The shared colour for the start animation on every device
Animation Duration (ms)	How long it takes, 500 to 10000. Two seconds out of the box

Engine start is the one effect worth leaving on even if you turn everything else off. It plays once, at a moment nothing else is happening, and one colour and one duration means your wheel, strip, brows and room all fire together as the engine catches.

I If something is not right

The first two are about your deck rather than about TrackThirtyTwo, and they are most of what we are asked.

WHAT YOU SEE	WHAT TO DO
NO DECK CONNECTED	The plugin cannot see a deck. Check it is plugged in and its own software sees it first
No deck software found on this PC	Install your deck maker's software. TrackThirtyTwo adds to it, it does not replace it
TrackThirtyTwo Control Decks needs a Team Driver membership	The page is behind the membership gate. Control Decks needs Team Driver or above, and the plugin must be signed in
The TrackThirtyTwo app never installed	It waits for a quiet moment, because installing closes your deck software briefly. Close the sim and leave the rig for a few minutes
The app never updates	Keep my Control Deck apps up to date automatically , on the Updates tab of SETTINGS , then SYSTEM SETTINGS
Keys are rotated wrongly	Mounting Orientation , on the Control Decks page
A chat or race control key does nothing	Focus iRacing For Typed Commands . The sim has to have focus to be typed into
An iRacing key does nothing at all	Those actions are iRacing only. They will not work in another sim

I If something is not right (continued)

WHAT YOU SEE	WHAT TO DO
Flags do not show on the deck	Two switches: Flags here, then that flag's own switch in Edit Universal Flags Settings
The deck flashes yellow for trouble miles away	Show Yellow Sector Flag only in current sector , in Edit Universal Flags Settings
Keys keep flashing while I am stopped in the pits	Flags Deactivated in the Pit Lane , in the same expander
Changing a colour here changed my wheel too	That is one setting, not two. Anything badged Applies to all Devices is shared by the whole rig
Keys show no live data	Those are Display keys. Check the sim is running and the plugin sees it
A Display key shows a dash	That sim does not report that value. Not every read-out exists in every title
Pressing a Display key does nothing	Correct. Display keys are read only, by design
My dial does nothing	TrackThirtyTwo Dial is Stream Deck+ only. A standard deck has no dials to drive

I Questions and support

If the previous page did not cover it, we would rather hear from you than have you live with it.

Where to go

FOR	GO TO
Setup guides	danielnewmanracing.com/support/instructions
Common questions	danielnewmanracing.com/support/faq
Video walkthroughs	danielnewmanracing.com/support/tutorials
Which devices we support	danielnewmanracing.com/compatible-devices
The community	discord.gg/danielnewmanracing
Our team	support@danielnewmanracing.com

Before you write in

Open **Diagnostics** from the plugin's home page. Its health check gathers which SimHub you are on, which plugin version, which devices are connected and the last part of the plugin's log. **Send to support** opens a ticket with all of that attached, or **Copy support bundle** puts it on your clipboard to paste into a message. Including it turns most tickets into one reply rather than five.

Tell us which deck you have, which software it uses, and whether the plugin says **NO DECK CONNECTED** or no software found. Those two point at completely different fixes.