



Installation Guide

Version 14.2

Thank You for Choosing Ross

You've made a great choice. We expect you will be very happy with your purchase of Ross Technology. Our mission is to:

1. Provide a Superior Customer Experience
 - offer the best product quality and support
2. Make Cool Practical Technology
 - develop great products that customers love

Ross has become well known for the Ross Video Code of Ethics. It guides our interactions and empowers our employees. I hope you enjoy reading it below.

If anything at all with your Ross experience does not live up to your expectations be sure to reach out to us at solutions@rossvideo.com.



David Ross
CEO, Ross Video
dross@rossvideo.com

Ross Video Code of Ethics

Any company is the sum total of the people that make things happen. At Ross, our employees are a special group. Our employees truly care about doing a great job and delivering a high quality customer experience every day. This code of ethics hangs on the wall of all Ross Video locations to guide our behavior:

1. We will always act in our customers' best interest.
2. We will do our best to understand our customers' requirements.
3. We will not ship crap.
4. We will be great to work with.
5. We will do something extra for our customers, as an apology, when something big goes wrong and it's our fault.
6. We will keep our promises.
7. We will treat the competition with respect.
8. We will cooperate with and help other friendly companies.
9. We will go above and beyond in times of crisis. *If there's no one to authorize the required action in times of company or customer crisis - do what you know in your heart is right. (You may rent helicopters if necessary.)*

Inception · Installation Guide

- Ross Part Number: **4950DR-003-14.2**
- Release Date: December 20, 2019. Printed in Canada.
- Software Issue: **14.2**

The information contained in this Guide is subject to change without notice or obligation.

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Patents

Patent numbers 4,205,346; 5,115,314; 5,280,346; 5,561,404; 7,034,886; 7,508,455; 7,602,446; 7,834,886; 7,914,332; 8307284, 2039277; 1237518; 1127289 and other patents pending.

Warranty and Repair Policy

Ross Video Limited (Ross) warrants its Inception Server systems to be free from defects under normal use and service a time period of 15 months from the date of shipment:

If an item becomes defective within the warranty period Ross will repair or replace the defective item, as determined solely by Ross.

Warranty repairs will be conducted at Ross, with all shipping FOB Ross dock. If repairs are conducted at the customer site, reasonable out-of-pocket charges will apply. At the discretion of Ross, and on a temporary loan basis, plug in circuit boards or other replacement parts may be supplied free of charge while defective items undergo repair. Return packing, shipping, and special handling costs are the responsibility of the customer.

This warranty is void if products are subjected to misuse, neglect, accident, improper installation or application, or unauthorized modification.

In no event shall Ross Video Limited be liable for direct, indirect, special, incidental, or consequential damages (including loss of profit). Implied warranties, including that of merchantability and fitness for a particular purpose, are expressly limited to the duration of this warranty.

This warranty is TRANSFERABLE to subsequent owners, subject to Ross' notification of change of ownership.

Extended Warranty

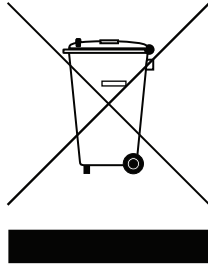
For customers that require a longer warranty period, Ross offers an extended warranty plan to extend the standard warranty period by one year increments. For more information about an extended warranty for your Inception Server system, contact your regional sales manager.

Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Ross Video encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health conscious manner.

The crossed-out wheeled bin symbol invites you to use these systems.



If you need more information on the collection, reuse, and recycling systems, please contact your local or regional waste administration.

You can also contact Ross Video for more information on the environmental performances of our products.

Use of Hazardous Substances in Electrical and Electronic Products (China RoHS)

Ross Video Limited has reviewed all components and processes for compliance to:

“Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products” also known as China RoHS.

The “Environmentally Friendly Use Period” (EFUP) and Hazardous Substance Tables have been established for all products. We are currently updating all of our Product Manuals.

The Hazardous substances tables are available on our website at:

<http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html>

电器电子产品中有害物质的使用

Ross Video Limited 按照以下的标准对所有组件和流程进行了审查：

“电器电子产品有害物质限制使用管理办法” 也被称为中国RoHS。

所有产品都具有“环保使用期限”（EFUP）和有害物质表。目前，我们正在更新我们所有的产品手册。

有害物质表在我们的网站：

<http://www.rossvideo.com/about-ross/company-profile/green-practices/china-rohs.html>

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Introduction

A Word of Thanks

Thank you for choosing Ross Video Inception as your newsroom and social media management solution.

We are committed to providing you with the highest level of customer satisfaction possible. If, for any reason, you have questions or comments, please call Ross Video at +1-613-652-4886 or send us an e-mail at techsupport@rossvideo.com.

We hope that you visit our website www.rossvideo.com to stay up to date with ongoing software releases, join our customer forum and learn more about the complete range of Ross Video products.

Note that software maintenance and extended warranties are available for your system to protect and extend the life of your investment. Our sales team are more than happy to provide further information on the plans available. Members of our sales team promptly response to e-mails sent to: solutions@rossvideo.com.

Again, thank you for your purchase of an Inception management solution from Ross Video. We are confident of your future pleasure with your choice.

Yours Sincerely,

A handwritten signature in black ink that reads "Jenn Jarvis". The signature is written in a cursive, flowing style.

Jenn Jarvis
Marketing Product Manager – Inception & Streamline
jjarvis@rossvideo.com

About This Guide

This guide contains the following chapters that cover the installation and configuration of Inception Server software:

- Chapter 1, “**Introduction**” summarizes the guide and provides important terms, conventions, and features.
- Chapter 2, “**System Requirements**” provides the recommended minimum hardware and software requirements to ensure that the Inception software functions correctly.
- Chapter 3, “**Software Upgrade**” provides instructions on how to upgrade Inception Server software.
- Chapter 4, “**Software Installation**” provides instructions on how to install Inception Server software on an Inception computer after a system re-image.
- Chapter 5, “**Software Licensing**” provides instructions for licensing Inception Server software.
- Chapter 6, “**System Configuration**” provides instructions on how to configure Inception Server software options.

If you have questions pertaining to the operation of the Ross Video product, please contact us at the numbers listed in the section “**Contacting Technical Support**” on page 1–3. Our technical staff is always available for consultation, training, or service.

Documentation Conventions

This guide uses special text formats to identify parts of the user interface, text that a user must enter, or a sequence of menus and submenus that a user must follow to reach a particular command.

Interface Elements

Bold text identifies a user interface element such as a dialog box, a menu item, or a button. For example:

In the **Media Manager Client**, click **Channel 1** the **Channels** section.

User Entered Text

Courier text identifies text that a user must enter. For example:

In the **File Name** box, enter `Channel01.property`.

Referenced Guides

Italic text identifies the titles of referenced guides, manuals, or documents. For example:

For more information, refer to the section “**Twitter Configuration**” on page 3–6 in the *Inception User Guide*.

Menu Sequences



Menu arrows identify a sequence of menu items that a user must follow to reach a particular command. For example: if a procedure step contains “**Server > Save As**,” a user should click the **Server** menu and then click **Save As**.

Important Instructions

Star icons identify important instructions or features. For example:

- ★ After installing Inception Server software, you must obtain Inception feature licenses from Ross Video Technical Support before users can access Inception features.

Getting Help

To access the Inception Server Online Help system, click the  **Help** icon in the main toolbar. For help about the currently open panel, click the  **Help** button in a panel title bar to view a help topic about the panel.

The Online Help system contains the following navigation tabs to locate and access Online Help topics:

- **Contents** — table of contents
- **Search** — full text search
- **Favorites** — preferred information storage and access

Ross Video also supplies print-ready PDF files of the *Inception Server Installation Guide*, *Inception Server Configuration Guide*, and the *Inception User Guides* on the Inception Server Software Installation DVD.

The Inception Online Help system contains information about how to configure various aspects of your Inception application. There are two separate Inception Online Help systems; one for the Configuration interface, and one for the User interface.

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-652-4886

Toll free within North America: +1 844-652-0645

EMEA

Our EMEA center is located in Buckinghamshire, England, United Kingdom and is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 1005 0100

Emergency After-hours Support

Our telephone number is: +1-613-349-0006

Toll free within North America: +1 844-652-0645

International toll free: +800 1005 0100

Online

E-mail: techsupport@rossvideo.com

Website: use the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

System Requirements

Ross video base Inception products on mainstream PC hardware that use the Windows® operating system. To ensure that Inception software functions correctly, verify that the computer selected to run Inception software meets the recommended minimum requirements described in the following sections:

Hardware

Ross Video recommends the following minimum computer hardware configuration to run Inception software:

- **CPU** — quad-core Intel® Xeon® E3 with Hyper-Threading
- **RAM** — 32GB
- **Hard Drive** — Minimum 2 GB free
- **LAN** — 1000 MB/s

Software

Ross Video recommends the following minimum computer software configuration to run Inception software:

- Microsoft® Windows® Server 2016 64-bit English only with latest patches
- Microsoft® Windows® Server 2012 R2 64-bit English only with latest patches

Inception can be accessed using one of the following web browsers:

- Microsoft Internet Explorer® version 11 or greater
- Mozilla Firefox® version 3.6 or greater
- Google Chrome™ browser version 17.x or higher
- Apple Safari® version 5.1.x or greater

Ports

As part of the Inception Server software installation process, the installer automatically creates the required firewall exceptions locally for the ports that Inception uses the to communicate with Inception clients and MOS devices.

- ★ If an external firewall separates your Inception Server from your Inception clients and MOS devices, you may need to update the port exceptions on your external firewall to enable communication with the Inception Server.

The following table lists the ports on the Inception Server computer that Inception uses the to communicate with Inception clients and MOS devices:

Table 2.1 Inception Server Ports

Port	Type	Description
80 443	HTTP/HTTPS	Inception requires HTTP/HTTPS ports to be open between Inception Client computers and the Inception Server computer.
10540 10541 10542	MOS	Inception requires MOS ports to be open between MOS devices and the Inception Server computer.
10550	XPression plugin	Inception requires the XPression plugin port to be open between Inception Client computers and the XPression Server computer

Software Upgrade

This chapter provides instructions for upgrading Inception Server software on the Inception computer to latest version of Inception Server software.

This chapter discusses the following topics:

- Before a Software Upgrade
- Upgrade to the Latest Inception Server Software
- Setting a Custom Password for the Database Superuser

Before a Software Upgrade

Before you start an upgrade of the Inception Server software on an Inception computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Inception computer.
- Use **Add/Remove Programs** control panel to remove any existing versions of Inception Server software.
- Exit all other Windows® programs currently running on the Inception computer.
- Temporarily disable antivirus software running on the Inception computer. Some heuristic-based intrusion detection systems prevent the upgrade of Inception Server software. Re-enable antivirus software after upgrading Inception Server software.

Contact a Ross Video sales representative about Inception Commissioning, Training, and Update services.

- ★ After upgrading Inception Server software, you must obtain Inception feature licenses from Ross Video Technical Support before users can access Inception features.

For More Information on...

- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

Upgrade to the Latest Inception Server Software

This section provides instructions for upgrading Inception Server software versions 5.x or greater on the Inception computer to Inception Server software version 14.2.

- ★ When upgrading Inception Server software, do not uninstall the Inception Database. Inception Server software upgrade procedures only require the uninstall of the previous version of Inception Server software.

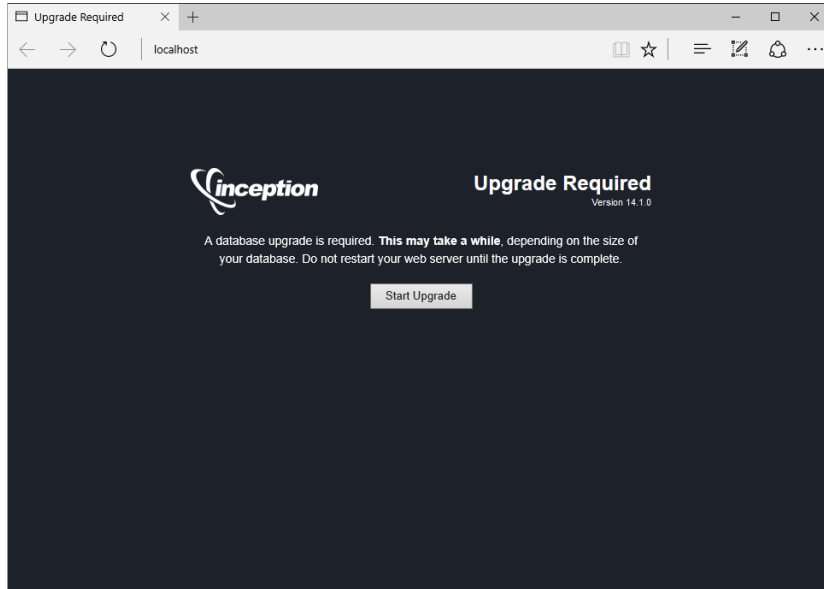
- ★ Performance tuned Inception Server settings must be retuned after an Inception Server software upgrade.

To upgrade Inception Server software to version 14.2

1. On the Inception computer, verify that the installed Inception Server software is version 3.0 or greater.
- ★ For Inception Server software versions before version 5.0, you must first upgrade to version 5.0 before you can upgrade to Inception Server software version 14.2.
2. Use **Add/Remove Programs** on the **Control Panel** to remove the Inception Server software installed on the Inception computer.
3. Restart the Inception computer.
4. After the Inception computer restart, log into the Inception computer and run the **Ross Inception Setup** wizard (`Inception-14.2.x-xxx-xxx.msi`) on the **Inception v14.2 software DVD** to install version 14.2 of the Inception Server software.
For the complete installation procedure, refer to the chapter “**Software Installation**” on page 4–1.
5. After the Inception computer restart, log into the Inception computer and continue with one of the following:
 - If your Inception Database uses the standard password of `postgres` for the database superuser `postgres`, continue with step 6 in this procedure.
 - If your Inception Database does not use the standard password of `postgres` for the database superuser `postgres`, complete the procedure in the section “**Setting a Custom Password for the Database Superuser**” on page 3–4.

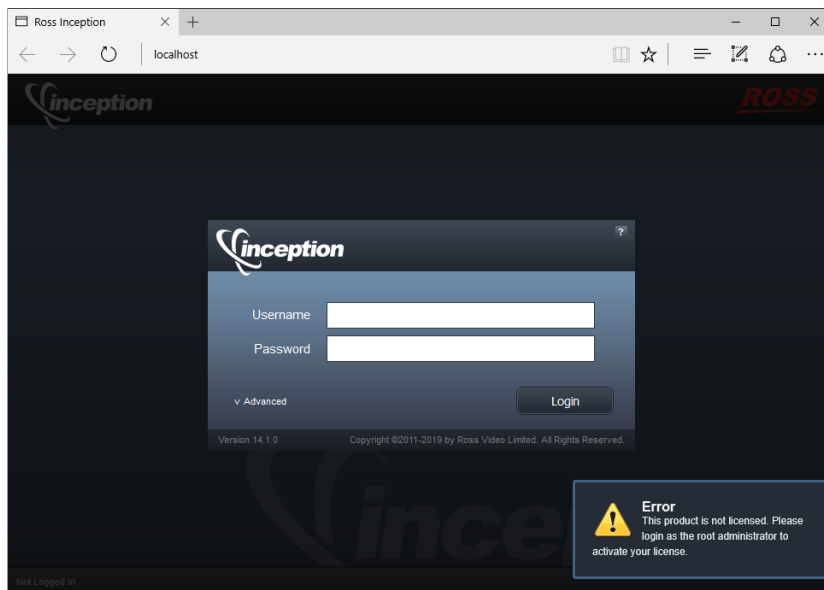
6. Use one of the following methods to open the **Inception** web page:
- On the Desktop, double-click the **Ross Inception** icon.
 - Use the **Start** menu to select **All Programs > Ross Inception > Ross Inception**.

The **Upgrade Required** web page opens in a web browser window. If the **Upgrade Required** web page does not open, please contact Ross Video Technical Support.



7. Click **Start Upgrade**.

After the upgrade completes, the **Inception Login** screen opens. If the **Inception Login** screen does not open, please contact Ross Video Technical Support.



8. Tune Inception Server settings by completing the procedure “**To tune Inception Server settings in the `jvm.conf` file:**” on page 4–14.

Setting a Custom Password for the Database Superuser

During the installation of the PostgreSQL database, you must set the password for the database superuser and service account named `postgres`. If the password set for `postgres` is not the standard password of `postgres`, the installer must configure Inception Server software to use the custom `postgres` password.

To set a custom `postgres` password


1. Use one of the following methods to open the **Inception** web page:
 - On the Desktop, double-click the **Ross Inception** icon.
 - Use the **Start** menu to select **All Programs > Ross Inception > Ross Inception**.

The **Inception Login** screen opens. If the **Inception Login** screen does not open, please contact Ross Video Technical Support.

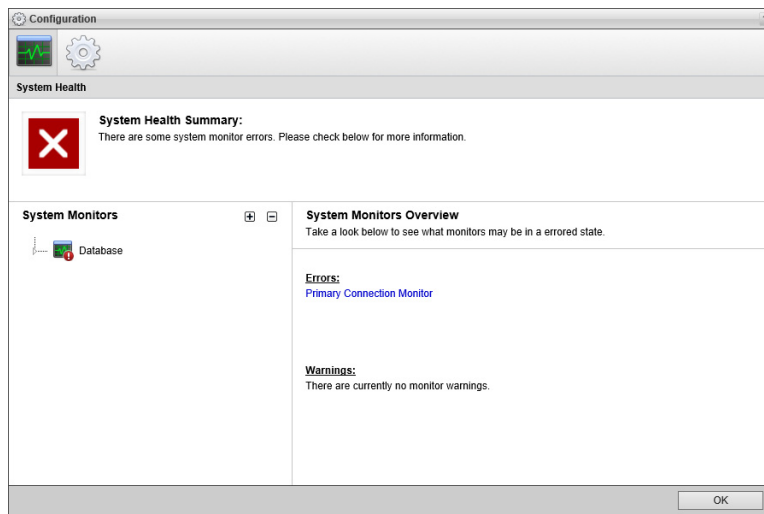
2. At the **Inception Login** screen, enter the following user name and password in the provided boxes:
 - **Username** — `maintenance`
 - **Password** — `maintenance`


3. Click **Login**.

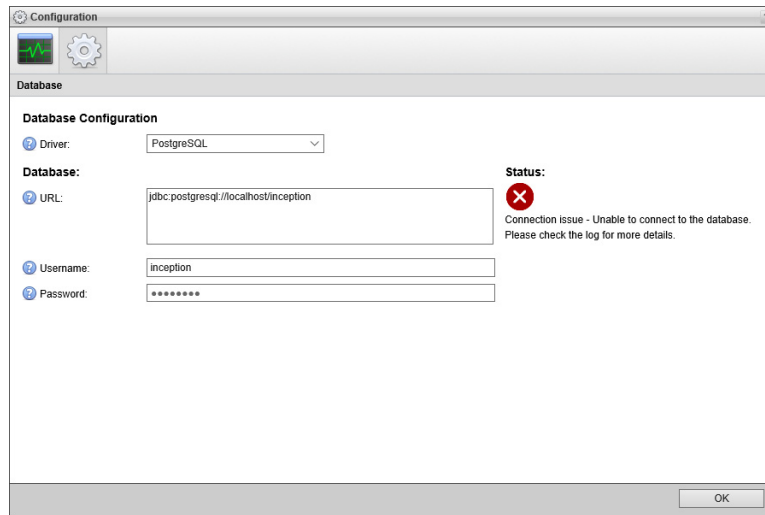
You are logged into the Inception Server.

4. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.

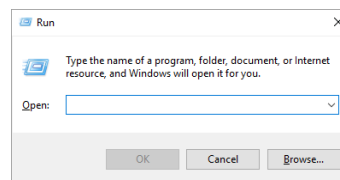
The **System Monitor** panel of the **Configuration** window opens.



- On the **Configuration** window toolbar, click the  **System** icon.
The **System** panel opens.



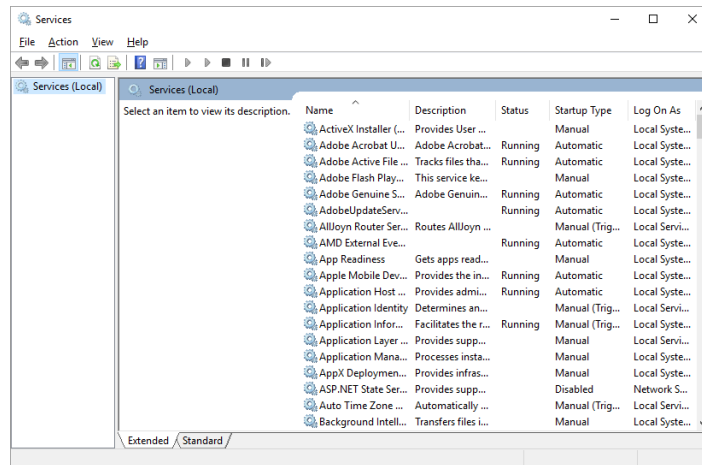
- In the **Password** box of the **Database** tab, enter the custom password set for the database superuser named `postgres`.
- Click **OK**.
An **Alert** dialog box opens.
- In the **Alert** dialog box, click **OK**.
The **Alert** and **Configuration** dialog boxes close.
- On the Inception toolbar, click the **Logout** icon.
A **Message** dialog box opens.
- In the **Message** dialog box, click **OK** to log out of Inception.
- Close the web browser.
- From the Windows Desktop, press **Windows Key R**.
The **Run** dialog box opens.



- In the **Open** box, type the following application name:
`services.msc`

14. Click **OK**.

The **Services** window opens.



15. In the **Services** list, locate and select the **Ross Inception** service.

16. Click **Restart** for the **Ross Inception** service.

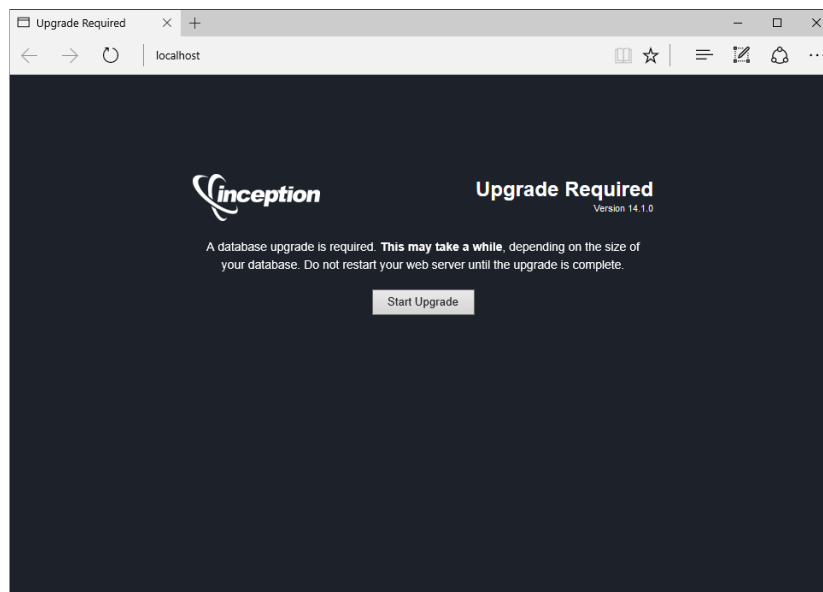
17. Use the **File** menu to select **Exit**.

The **Services** dialog box closes.

18. Use one of the following methods to open the **Inception** web page:

- On the Desktop, double-click the **Ross Inception** icon.
- Use the **Start** menu to select **All Programs > Ross Inception > Ross Inception**.

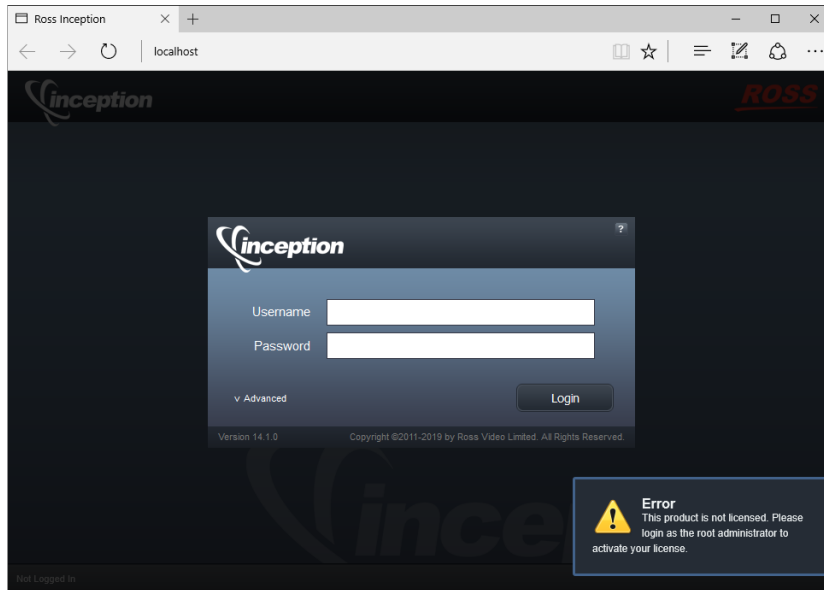
The **Upgrade Required** web page opens in a web browser window.



★ If the **Upgrade Required** web page does not open, please contact Ross Video Technical Support.

19. Click Start Upgrade.

After the upgrade completes, an **Alert** dialog box opens with the **Inception Login** screen. If the **Inception Login** screen does not open, please contact Ross Video Technical Support.



20. Tune Inception Server settings by completing the procedure “To tune Inception Server settings in the `jvm.conf` file:” on page 4–14.

Software Installation

This chapter provides instructions for installing Inception software on an Inception Server computer after a system re-image.

This chapter discusses the following topics:

- Before a Software Install
- Installing Inception Database Software
- Installing Inception Server Software
- Setting a Custom Password for the Database Superuser
- Tuning the Inception Server and Database for Performance
- Installing XPression Coder Software
- Installing Video and Image Conversion Software

Before a Software Install

Before you install Inception Server software on an Inception Server computer, perform the following tasks:

- Have a qualified Ross Video technician perform any required maintenance or repairs on the Inception Server computer.
- Exit all other Windows® programs currently running on the Inception Server computer.
- Temporarily disable antivirus software running on the Inception Server computer. Some heuristic-based intrusion detection systems prevent the installation of Inception Server software. Re-enable antivirus software after installing Inception software.

Contact a Ross Video sales representative for information about Inception Commissioning, Training, and Update services.

- ★ After installing Inception Server software, you must obtain Inception feature licenses from Ross Video Technical Support before users can access Inception features.

For More Information on...

- Ross Video Technical Support phone numbers, refer to the section “**Contacting Technical Support**” on page 1–3.

Installing Inception Database Software

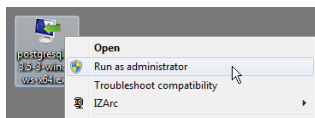
Inception uses the PostgreSQL database to store and manage application data. Only the initial installation or recovery installations of Inception Server software on a computer require the installation of the PostgreSQL database software.

- ★ You must install and configure PostgreSQL database software on the Inception Server computer before installing Inception Server software on the computer.

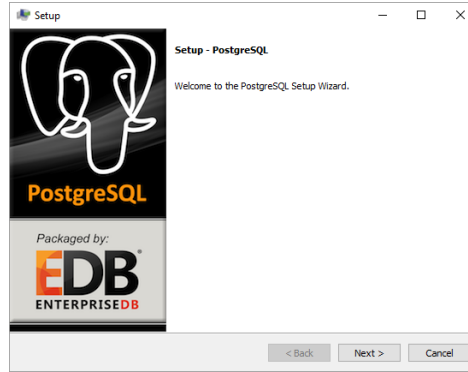
Upgrading Inception Server software to a new version does not require a reinstallation of the PostgreSQL database software. For the complete upgrade procedure, refer to the chapter “**Software Upgrade**” on page 3–1.

To install PostgreSQL database software for an initial install of Inception software

1. On the Inception Server computer, exit all currently running Windows® applications.
2. Insert the Inception software DVD into the DVD-ROM drive.
3. On the Desktop, open **My Computer**.
4. In the **My Computer** explorer window, open the **DVD-ROM Drive**.
5. Right-click the **postgresq-9.3.5-3-windows-x64.exe** icon and select **Run as administrator** from the **Shortcut** menu.

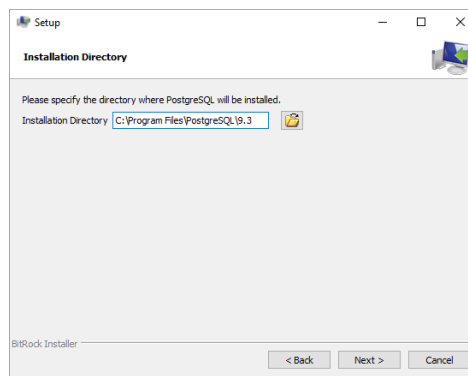


The **Setup** wizard opens.



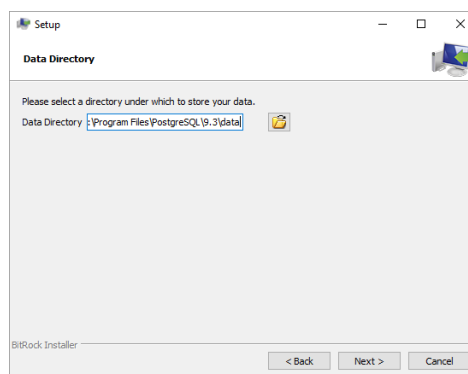
6. Click **Next**.

The **Installation Directory** dialog box opens.



7. Click **Next**.

The **Data Directory** dialog box opens.

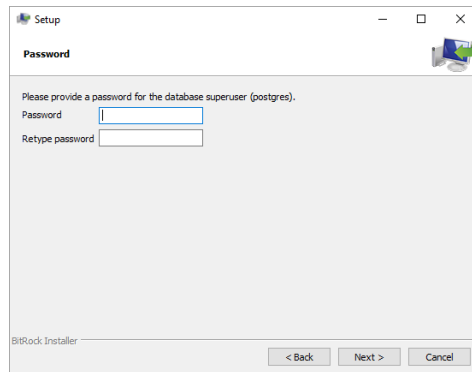


8. Replace the folder name in the **Data Directory** box with the following folder name:

`C:\ProgramData\PostgreSQL\9.3\data`

9. Click **Next**.

The **Password** dialog box opens.



10. In the **Password** box, type the following password for the database super user named **postgres**:

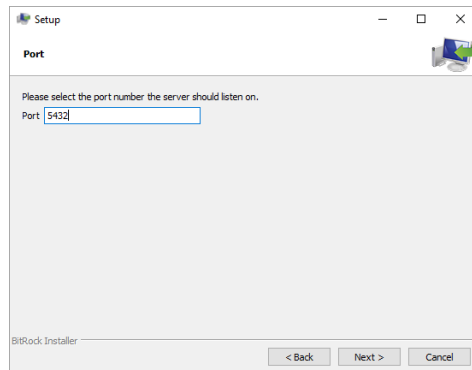
```
postgres
```

If the password of `postgres` does not meet the password security requirements set by your organization, enter a different password that meets the requirements. Remember to replace the password `postgres` with your password when install, reinstalling, or upgrading Inception Server software.

11. In the **Retype Password** box, type the password you set in step 10.

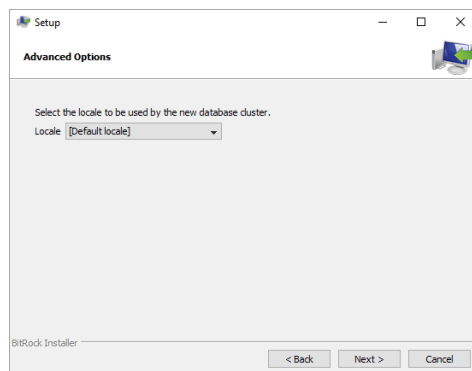
12. Click **Next**.

The **Port** dialog box opens.



13. Click **Next**.

The **Advanced Options** dialog box opens.

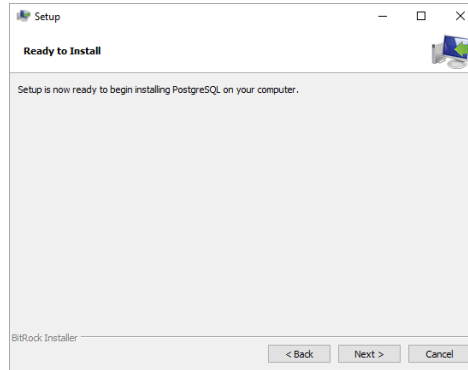


14. Use the **Locale** list to select **[Default locale]**.

The **[Default locale]** option sets the PostgreSQL database locale to the same locale set for the Windows operating system.

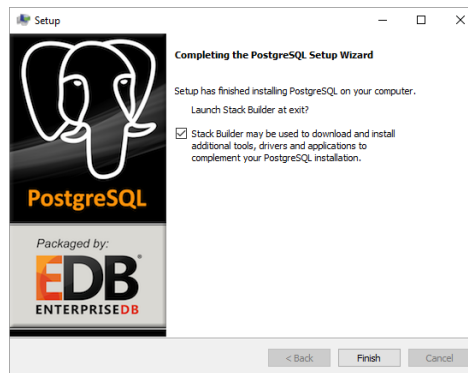
15. Click **Next**.

The **Ready to Install** dialog box opens.



16. Click **Next**.

The **Installing** panel opens. A progress bar displays the installation status. After the installer finishes installing the required files, the **Completing the PostgreSQL Setup Wizard** dialog box opens.



17. Clear the **Stack Builder** check box.

18. Click **Finish**.

The **Setup** wizard closes.

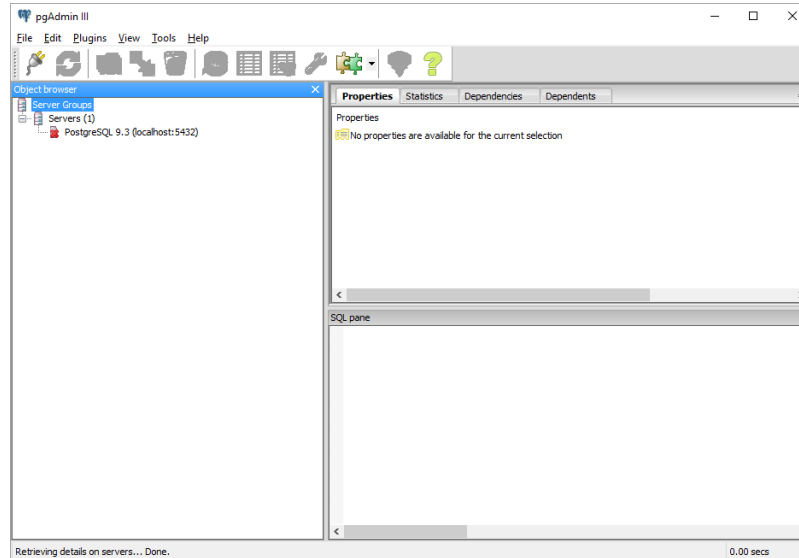
Inception Database

You must create a Postgres database named “inception” before you install Inception Server software.

To configure the database for Inception

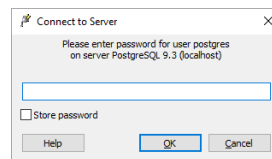
1. From the Windows Desktop, use the **Start** menu to select **All Programs > PostgreSQL 9.3 > pgAdmin III**.

The **pgAdmin III** window opens.



2. In the **Object Browser** tree view, right-click the **PostgreSQL 9.3 (localhost:5432)** database and select **Connect** from the shortcut menu.

The **Connect to Server** dialog box opens.



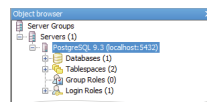
3. In the **Password** box, type the following password:

postgres

If the password of `postgres` did not meet the password security requirements set by your organization, enter the custom password set during installation of the Inception Server software on the Inception Server computer.

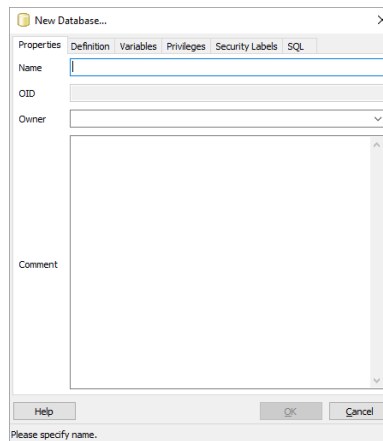
4. Click **OK**.

The **PostgreSQL 9.3** node expands in the **Object Browser** tree view.



5. In the expanded **PostgreSQL 9.3** node, right-click the **Databases** node and select **New Database** from the shortcut menu.

The **New Database** dialog box opens.



6. In the **Name** box, type the following name:

`inception`

7. Click **OK**.

PostgreSQL adds the **inception** database to the **Properties** tab of the **pgAdmin III** window.

8. In the **pgAdmin III** window, use the **File** menu to select **Exit**.

The **pgAdmin III** window closes.

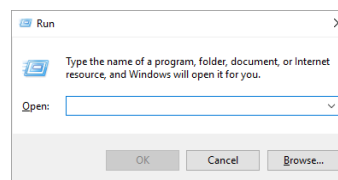
Inception Service User

You must also set the user that runs the PostgreSQL database service before you install Inception Server software.

To set the user that runs the PostgreSQL database service

1. From the Windows Desktop, press **Windows Key R**.

The **Run** dialog box opens.

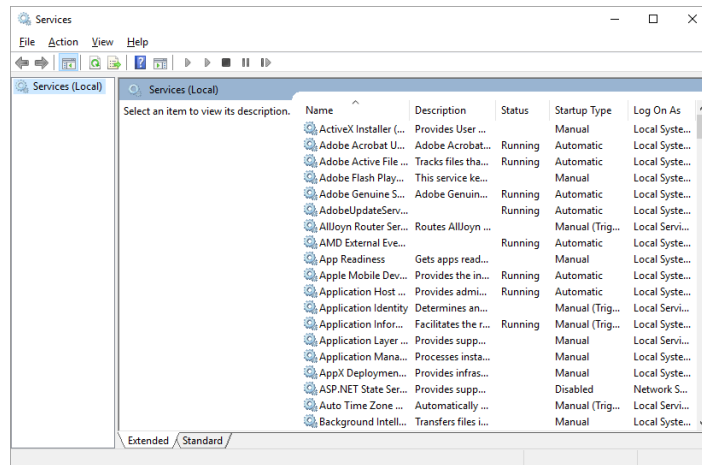


2. In the **Open** box, type the following application name:

`services.msc`

3. Click **OK**.

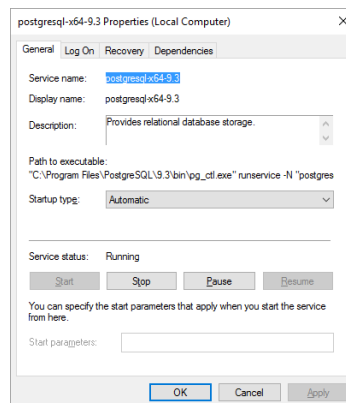
The **Services** window opens.



4. In the **Services** list, locate the **postgresql-x64-9.3** service.

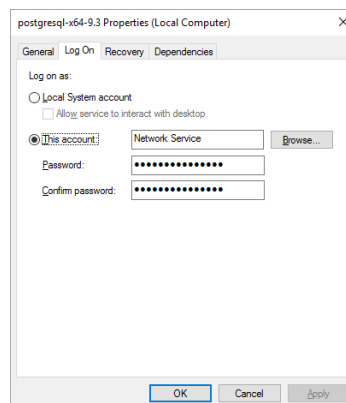
5. Right-click the **postgresql-x64-9.3** service and select **Properties** from the shortcut menu.

The **postgresql-x64-9.3 Properties** dialog box opens.



6. Click the **Log On** tab.

The **Log On** tab opens.



7. Select the **Local System Account** option.

8. Click **OK**.
The **Services** alert dialog box opens.
9. In the **Services** alert, click **OK**.
The **Services** alert and the **postgresql-x64-9.3 Properties** dialog box close.
10. In the **Services** window, click **Restart** for the **postgresql-x64-9.3** service.
11. Use the **File** menu to select **Exit**.
The **Services** window closes.

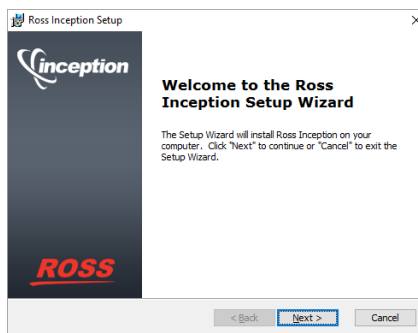
Installing Inception Server Software

After installing and configuring the PostgreSQL database software on the Inception Server computer, you can install the Inception Server software.

- ★ After installing Inception Server software, you must obtain Inception feature licenses from Ross Video Technical Support before users can access Inception features.

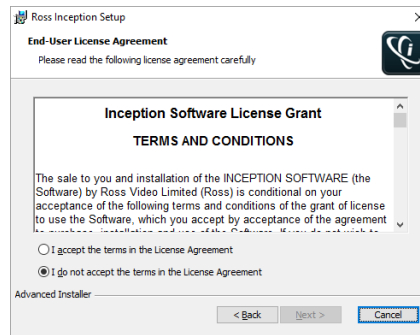
To install Inception Server software

1. On the Inception Server computer, exit all currently running Windows® applications.
2. Temporarily disable antivirus software running on the Inception Server computer.
Some heuristic-based intrusion detection systems prevent the installation of Inception software.
3. Insert the Inception software DVD into the DVD-ROM drive.
4. On the Desktop, open **My Computer**.
5. In the **My Computer** explorer window, open the **DVD-ROM Drive**.
6. Double-click **Inception-14.2.x-xxx-xxx.msi**.
If a **Security Warning** message displays, click **Run**.
The **Ross Inception Setup** wizard opens.



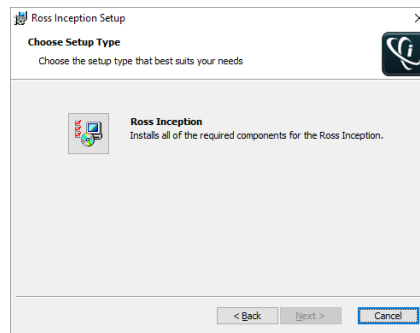
7. Click **Next**.

The **End-User License Agreement** screen opens.



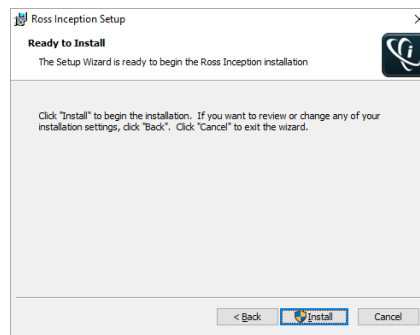
8. Read the **Inception Software License Grant**.
9. Select the **I accept the terms of the license agreement** option.
10. Click **Next**.

The **Choose Setup Type** screen opens.



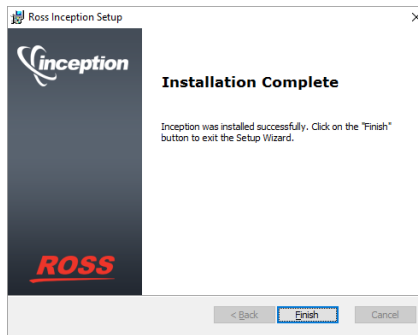
11. Click the **Ross Inception** icon.

The **Ready to Install** screen opens.



12. Click Install.

After installation of the Inception Server is complete, the **Installation Complete** screen opens.



13. Click Finish.

The **Ross Inception Setup** wizard closes and adds the following icons to the Desktop:

- **Inception Readme**
- **Inception Release Notes**
- **Ross Inception**

The Inception Server starts automatically after the installation of the Inception Server software.

14. Re-enable antivirus software.

15. Continue with one of the following:

- If your Inception database uses the standard password of `postgres` for the database superuser `postgres`, do the following:
 - › Performance tune the Inception Server and database by completing the procedures in the section “**Tuning the Inception Server and Database for Performance**” on page 4–13.
 - › License the Inception Server software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.
- If your Inception database does not use the standard password of `postgres` for the database superuser `postgres`, complete the procedure in the section “**Setting a Custom Password for the Database Superuser**” on page 4–11.

Setting a Custom Password for the Database Superuser

During the installation of the PostgreSQL database, you must set the password for the database superuser and service account named `postgres`. If the password set for `postgres` is not the standard password of `postgres`, the installer must configure Inception Server software to use the custom `postgres` password.

To set a custom postgres password:


1. Use one of the following methods to open the **Inception** web page:
 - On the Desktop, double-click the **Ross Inception** icon.
 - Use the **Start** menu to select **All Programs > Ross Inception > Ross Inception**.

The **Inception Login** screen opens. If the **Inception Login** screen does not open, please contact Ross Video Technical Support.

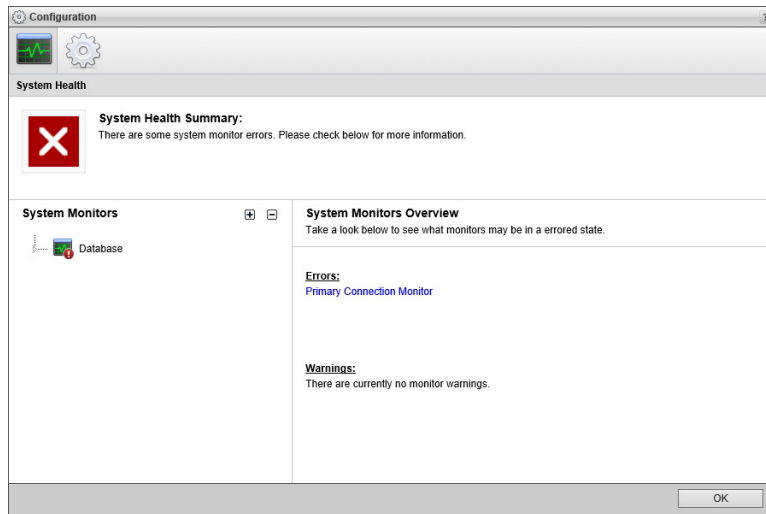
2. At the **Inception Login** screen, enter the following user name and password in the provided boxes:
 - **Username** — maintenance
 - **Password** — maintenance


3. Click **Login**.

You are logged into the Inception Server.

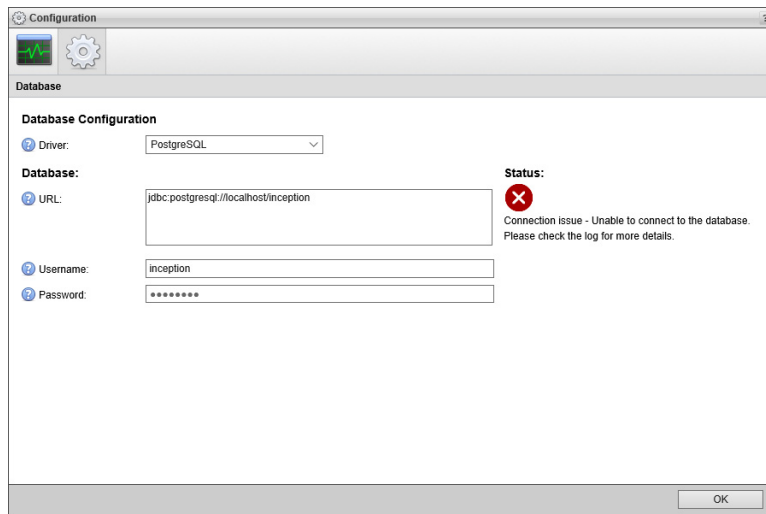
4. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.

The **System Monitor** panel of the **Configuration** window opens.



5. On the **Configuration** window toolbar, click the  **System** icon.

The **System** panel opens.



6. In the **Password** box of the **Database** tab, enter the custom password set for the database superuser named `postgres`.

7. Click **OK**.

An **Alert** dialog box opens.

8. In the **Alert** dialog box, click **OK**.

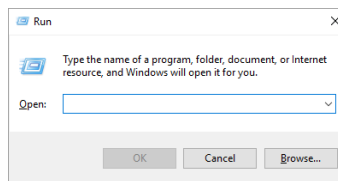
The **Alert** and **Configuration** dialog boxes close.

9. On the Inception toolbar, click the **Logout** icon.

A **Message** dialog box opens.

10. In the **Message** dialog box, click **OK** to log out of Inception.
11. Close the web browser.
12. From the Windows Desktop, press **Windows Key R**.

The **Run** dialog box opens.

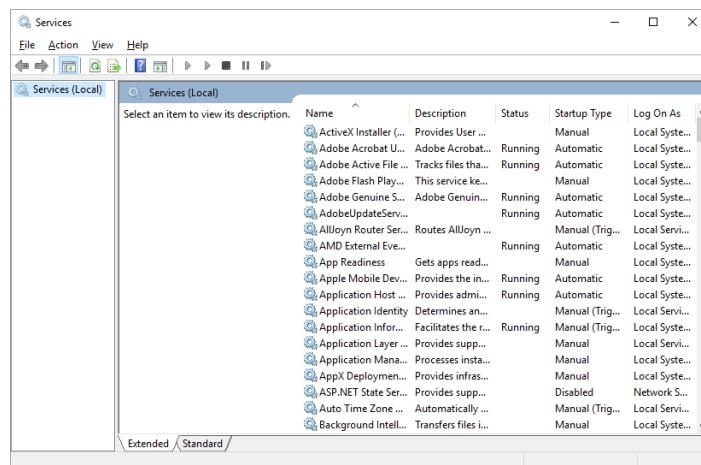


13. In the **Open** box, type the following application name:

`services.msc`

14. Click **OK**.

The **Services** window opens.



15. In the **Services** list, locate and select the **Ross Inception** service.
16. Click **Restart** for the **Ross Inception** service.
17. Use the **File** menu to select **Exit**.
The **Services** dialog box closes.
18. Performance tune the Inception Server and database by completing the procedures in the section “**Tuning the Inception Server and Database for Performance**” on page 4–13.
19. License the Inception Server software by completing the procedures in the chapter “**Software Licensing**” on page 5–1.

Tuning the Inception Server and Database for Performance

The goal of Inception Server and database performance tuning is to maximize use of system resources to perform work as efficiently and rapidly as possible. The installation or upgrade of Inception Server software configures the Inception Server and the Inception database to manage work efficiently, but it is possible to greatly improve performance by tuning the values of a few key Inception Server and database settings.

Inception Server Settings

The Inception Server saves configuration settings in the `jvm.conf` file. The settings to tune are as follows:

- **`wrapper.java.initmemory`** — sets the initial java heap size for the Inception Server.
 - **`wrapper.java.maxmemory`** — sets the maximum java heap size for the Inception Server.
- ★ You must retune Inception Server settings after each install or upgrade of Inception Server software.

To tune Inception Server settings in the `jvm.conf` file:

1. On the Inception Server computer, locate the **`jvm.conf`** file in the following folder.

```
C:\Program Files\Ross Video\Inception\configuration
```

2. Use a text editor to open and edit the **`jvm.conf`** file.
3. In the **`jvm.conf`** file, locate the following setting:

```
wrapper.java.initmemory
```

4. Replace the default memory value for the **`wrapper.java.initmemory`** setting with a tuned value. The tuned value for **`wrapper.java.initmemory`** depends on the software running on your Inception Server computer and the amount of RAM installed in the computer. Use the following table to set the **`wrapper.java.initmemory`** value for your Inception system:

	System RAM					
	2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
Inception Server & Database	256	512	1024	1536	2048	4096
Dedicated Inception Server	1024	2048	4096	6144	8192	16384

5. Locate the following setting:

```
wrapper.java.maxmemory
```

6. Replace the default memory value for the **`wrapper.java.maxmemory`** setting with a tuned value. The tuned value for **`wrapper.java.maxmemory`** depends on the software running on your Inception Server computer and the amount of RAM installed in the computer. Use the following table to set the **`wrapper.java.maxmemory`** value for your Inception system:

	System RAM					
	2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
Inception Server & Database	512	1024	2048	3072	4096	8192
Dedicated Inception Server	1536	3072	6147	9216	12288	24576

7. Save the updated **`jvm.conf`** file and exit the text editor.
8. Restart the Inception service as follows:
 - a. From the Windows Desktop, press **Windows Key R**.
 - b. In the **Open** box, type `services.msc`.
 - c. Click **OK**.
 - d. In the **Services** list, locate and select the **Ross Inception** service.
 - e. Click **Restart** for the **Ross Inception** service.
 - f. Use the **File** menu to select **Exit**.
9. Follow the procedure in the “**Database Settings**” on page 4–15 section to tune the Inception database.

Database Settings

PostgreSQL saves configuration settings in the `postgresql.conf` file. The settings to tune are as follows:

- **max_connections** — sets the maximum number of concurrent connections to the database server.
- **work_mem** — sets the amount of memory that the internal sort operations table and hash table use before switching to temporary disk files.
- **shared_buffers** — sets the amount of memory dedicated to PostgreSQL to use for caching data.
- **effective_cache_size** — sets the amount of memory available for disk caching by the operating system and within the database itself.

To tune database settings in the `postgresql.conf` file:

1. If the Inception database is not running on the same computer as the Inception Server, log into the Inception database computer.
2. Stop the Inception service as follows:
 - a. From the Windows Desktop, press **Windows Key R**.
 - b. In the **Open** box, type `services.msc`.
 - c. Click **OK**.
 - d. In the **Services** list, locate and select the **Ross Inception** service.
 - e. Click **Stop** for the **Ross Inception** service.

3. Locate the `postgresql.conf` file stored in the PostgreSQL data folder.

By default, the following folder contains the `postgresql.conf` file:

```
C:\ProgramData\PostgreSQL\9.3\data
```

If you changed the Data Directory folder during the PostgreSQL database software install, look for the `postgresql.conf` file in the specified Data Directory folder.

4. Use a text editor to open and edit the `postgresql.conf` file.
5. In the `postgresql.conf` file, locate the following setting:

```
max_connections
```

6. Replace the default connections value for the **max_connections** setting with the following tuned value:

```
max_connections = 200
```

7. Locate the following setting:

```
work_mem
```

8. If a **#** character precedes the **work_mem** setting, delete the **#** character.
9. Replace the default memory value for the **work_mem** setting with a tuned value. The tuned value for **work_mem** depends on the software running on your Inception Server computer and the amount of RAM installed in the computer. Use the following table to set the **work_mem** value for your Inception system:

	System RAM					
	2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
Inception Server & Database	4 MB	8 MB	16 MB	20 MB	24 MB	32 MB
Dedicated Database	8 MB	16 MB	32 MB	40 MB	48 MB	64 MB

10. Locate the following setting:

```
shared_buffers
```

11. If a # character precedes the **shared_buffers** setting, delete the # character.

12. Replace the default size value for the **shared_buffers** setting with the following tuned value:

```
shared_buffers = 512MB
```

13. In the **postgresql.conf** file, locate the following setting:

```
effective_cache_size
```

14. If a # character precedes the **effective_cache_size** setting, delete the # character.

15. Replace the default memory value for the **effective_cache_size** setting with a tuned value. The tuned value for **effective_cache_size** depends on the software running on your Inception Server computer and the amount of RAM installed in the computer. Use the following table to set the **effective_cache_size** value for your Inception system:

	System RAM					
	2 GB	4 GB	8 GB	12 GB	16 GB	32 GB
Inception Server & Database	800 MB	1600 MB	3200 MB	4000 MB	4800 MB	6400 MB
Dedicated Database	1200 MB	2400 MB	4800 MB	6000 MB	7200 MB	9600 MB

16. Save the updated **postgresql.conf** file and exit the text editor.

17. Restart the PostgreSQL service as follows:

- In the **Services** list of the **Services** dialog box, locate and select the **postgresql-x64-9.3** service.
- Click **Restart** for the **postgresql-x64-9.3** service.

18. Start the Inception service as follows:

- In the **Services** list of the **Services** window, locate and select the **Ross Inception** service.
- Click **Start** for the **Ross Inception** service.
- Use the **File** menu to select **Exit**.

Installing XPression Coder Software

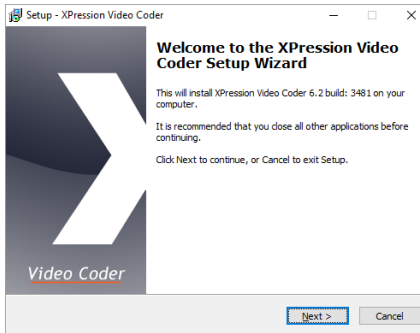
You must install the following software on the Inception Server computer for Inception to automatically generate thumbnails for the pictures or videos contained social media content added to a playlist as a playlist item:

- XPression Video Coder v6.2 or greater
- Apple QuickTime, latest version

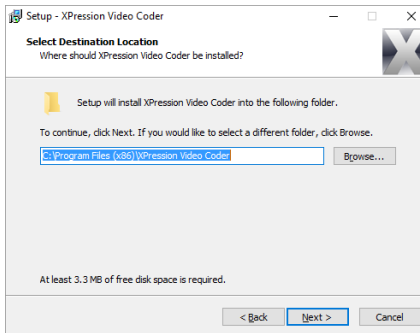
To install XPression Coder software:

- On the Inception Server computer, exit all currently running Windows® applications.
- Temporarily disable antivirus software running on the Inception Server computer.
Some heuristic-based intrusion detection systems prevent the installation of Inception software.
- Insert the Inception software DVD into the DVD-ROM drive.
- On the Desktop, open **My Computer**.
- In the **My Computer** explorer window, open the **DVD-ROM Drive**.

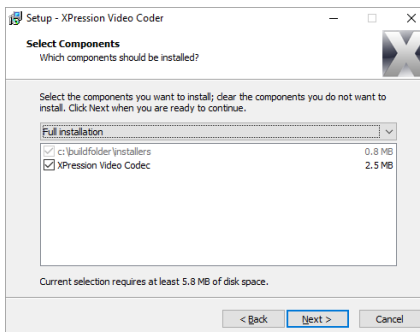
6. Double-click `xpVideoCoder-6.2_XXXX.exe`.
If a **Security Warning** message displays, click **Run**.
The **XPression Video Coder Setup** wizard opens.



7. Click **Next**.
The **Select Destination Location** screen opens.

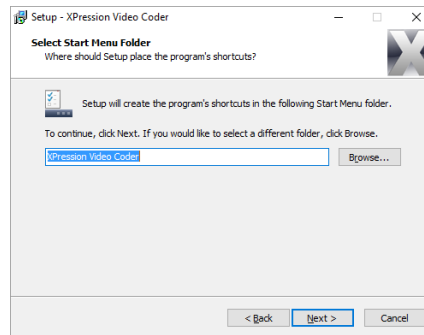


8. Click **Next**.
The **Select Components** screen opens.



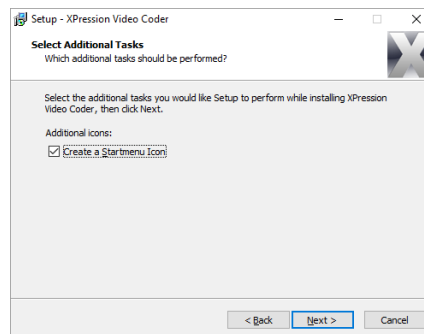
9. Click Next.

The **Select Components** screen opens.



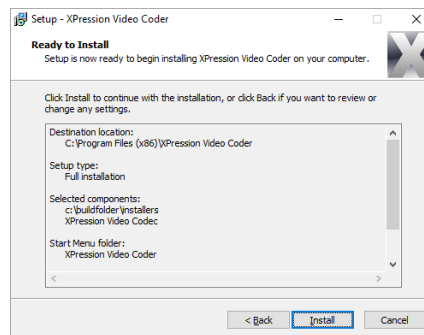
10. Click Next.

The **Select Additional Tasks** screen opens.



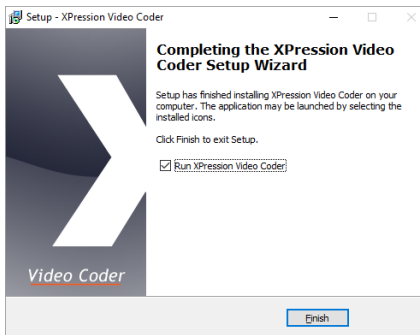
11. Click Next.

The **Ready to Install** screen opens.



12. Click Install.

The **Completing the XPression Video Coder Setup Wizard** screen opens.



13. Clear the Run XPression Video Coder check box.

14. Click Finish.

The **XPression Video Coder Setup** wizard closes.

15. Re-enable antivirus software.

Apple QuickTime Software

To download and install Apple QuickTime software on your Inception Server computer, refer the QuickTime downloads section of the Apple website (<https://support.apple.com/downloads/quicktime>).

Installing Video and Image Conversion Software

Inception uses FFmpeg and GraphicsMagick software to convert the image format and video frame rate of media added to playlists.

FFmpeg

Inception uses the FFmpeg library to convert the video framerate of videos added to playlists. FFmpeg is licensed under the GNU Lesser General Public License (LGPL) version 2.1 or later and is not installed with Inception Server software. Use the following information to install the FFmpeg library on your Inception Server computer:

- **Version** — FFmpeg 4.1.1, Windows 64 bit version
- **Download** — www.ffmpeg.org
- **Install Folder** — C:\Program Files\ffmpeg\
 - ★ If you install FFmpeg in an alternate folder, you must enter the new FFmpeg executable path in the **FFmpeg** box on the **Advance** tab of the **System** panel of the **Configuration** window.

For More Information on...

- setting Inception advanced settings, refer to the “**Configure Advanced Settings**” section in the *Inception Configuration Guide*.

GraphicsMagick

Inception uses the GraphicsMagick library to convert the image format and size of images added to playlists. The GraphicsMagick library is licensed under the “MIT” style license and is not installed with Inception Server software. Use the following information to install the GraphicsMagick library on your Inception Server computer:

- **Version** — GraphicsMagick 1.3.31 Q8, Windows 64 bit version
- **Download** — www.graphicsmagick.org
- **Install Folder** — C:\Program Files\GraphicsMagick\
 - ★ If you install GraphicsMagick in an alternate folder, you must enter the new GraphicsMagick executable path in the **GraphicsMagick** box on the **Advance** tab of the **System** panel of the **Configuration** window.

For More Information on...

- setting Inception advanced settings, refer to the “**Configure Advanced Settings**” section in the *Inception Configuration Guide*.

Software Licensing

Ross Video uses a product key and feature license keys to control user access to Inception features. You can obtain an Inception product key from Ross Video Technical Support. This chapter provides instructions for licensing an Inception Server.

- ★ When an Inception Server computer has multiple active network adapters (wireless, wired, or multiple NIC cards), disabling an adapter after licensing the Inception Server may invalidate your Inception product key. To re-license your Inception Server, restart the server and reactivate the product key.

This chapter discusses the following topics:

- Activating a Product Key for Inception Server Software
- Reactivating a Product Key
- Deactivating a Product Key

Activating a Product Key for Inception Server Software

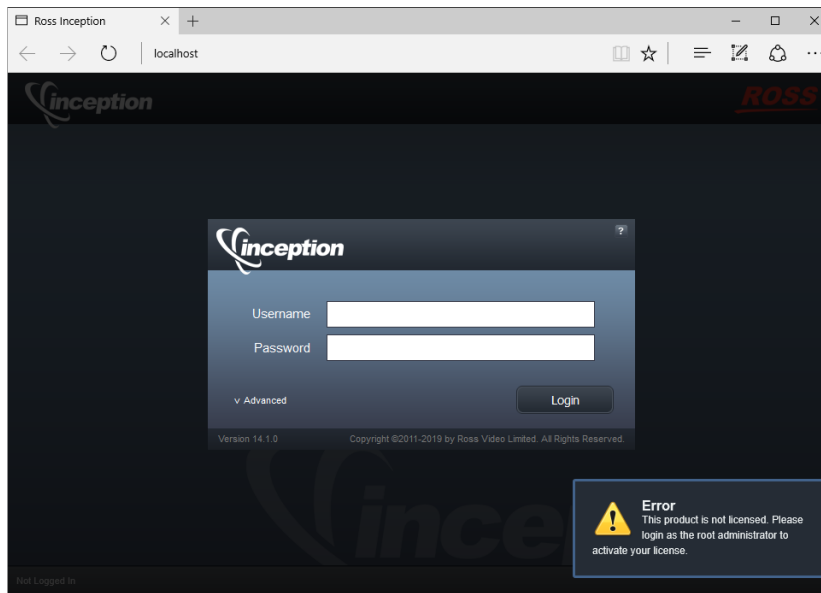
Ross Video uses product keys to manage user licenses for Inception features. You can obtain an Inception product key from Ross Video Technical Support.

- ★ When you activate an Inception Server software product key, your Inception computer must contact the Ross Video Activation Server through the internet.

To activate an Inception product key

1. Verify that the Inception computer can connect to the Internet.
2. Use one of the following methods to open the **Inception** web page:
 - On the Desktop, double-click the **Ross Inception** icon.
 - Use the **Start** menu to select **All Programs > Ross Inception > Ross Inception**.

The **Ross Inception** web page opens with an **Error** message.



- ★ If the **Ross Inception** web page does not open, please contact Ross Video Technical Support.


3. At the **Inception Login** screen, enter the following user name and password in the provided boxes to log in as an Administrator:

- **Username** — root
- **Password** — password


4. Click **Login**.

You are logged into the Inception Server as an **Administrator**.

- ★ If a message displays indicating that the system is in maintenance mode, Inception cannot communicate with the database. Please contact Ross Video support.

5. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.

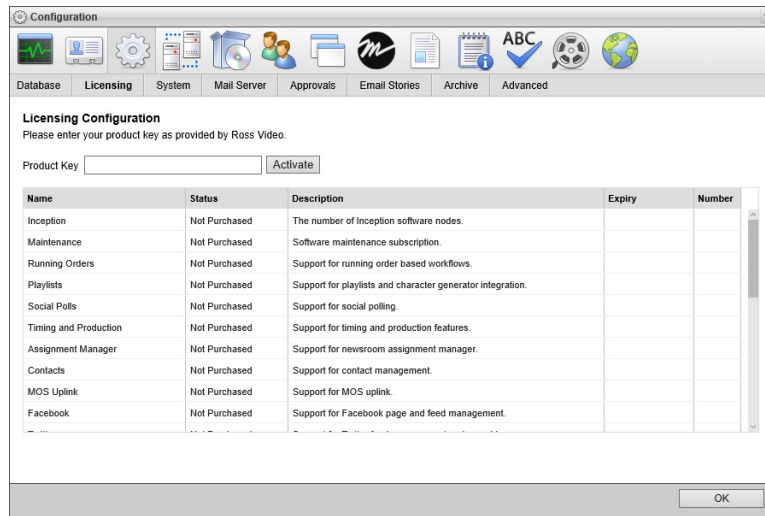
The **Configuration** window opens.

6. On the **Configuration** window toolbar, click the  **System** icon.

The **System** panel opens.

7. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.



8. Obtain an Inception product key from Ross Video Technical Support.

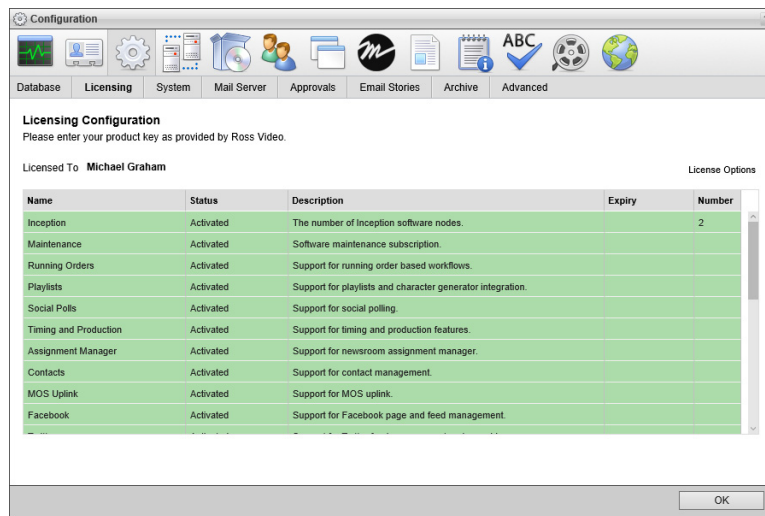
9. In the **Product Key** box, enter the product key obtained from Ross Video Technical Support.

10. Click **Activate**.






After activating the entered product key, an **Alert** dialog box opens requesting a web browser window refresh.

11. Click **OK**.

The **Alert** dialog box closes and the **Licensing Configuration** tab updates to display the feature licenses associated with the activated product key.



The **Status** column displays one of the following states:

Background	Status	Description
 Green	Active	The feature is active and available to Inception users.
 Yellow	Expires in # days	The feature availability for Inception users expires in the displayed number of days.
 Red	Expired	The feature has expired and is no longer available to Inception users.
 Red	Invalid MAC	The feature license key is invalid for the active network interface card of the Inception computer.
 White	Not Purchased	The feature is not accessible to Inception users, but it is available for purchase.

12. Click **OK**.

The **Configuration** dialog box closes.

13. Refresh your web browser window.

Inception adds icons to the toolbar for the newly activated features, making the features accessible to Inception users.

For More Information on...


- contacting Ross Video Technical Support, refer to the section “**Contacting Technical Support**” on page 1–3.

Reactivating a Product Key


After purchasing new features for an Inception system, the Inception product key requires a reactivation to make the purchased features available to Inception users.

To reactivate an Inception product key:

1. Log into Inception as an **Administrator**.

2. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.

The **Configuration** window opens.

3. On the **Configuration** window toolbar, click the  **System** icon.

The **System** panel opens.

4. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.

5. Click the **License Options** link.

The **Product Key** field displays the currently activate product key.

6. Click **Reactivate**.

After reactivating the product key, an **Alert** dialog box opens requesting a refresh of the web browser window.

7. Click **OK**.

The **Alert** dialog box closes, and the **Licensing Configuration** tab is updates to display with new feature licenses associated with the reactivated product key.

8. Click **OK**.

The **Configuration** dialog box closes.

9. Refresh your web browser window.


Inception adds icons to the toolbar for the newly activated features, making the features accessible to Inception users.

Deactivating a Product Key


When you want to move Inception Server software on another computer, you must first deactivate the Inception Server software on the current Inception computer.

To deactivate an Inception product key:

1. Log into Inception as an **Administrator**.

2. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.

The **Configuration** window opens.

3. On the **Configuration** window toolbar, click the  **System** icon.

The **System** panel opens.

4. Click the **Licensing** tab.

The **Licensing Configuration** tab opens.

5. Click the **License Options** link.

The **Product Key** field displays the currently activate product key.

6. Click **Deactivate**.

After deactivating the product key, an **Alert** dialog box opens.

7. Click **OK**.

The **Alert** dialog box closes, and the product key shown in the **Product Key** box deactivates. You can use the deactivated product key to activate Inception Server software on another computer.

Deactivating a product key un licenses and removes Inception user access to all the Inception features associated with the product key.

8. Click **OK**.

The **Configuration** dialog box closes.

System Configuration


This chapter discusses the following topics:

- Changing the root User Password
- Accessing the Configuration Interface
- Changing the Inception Wallpaper
- Setting Up a News Service Serial Connection

Changing the root User Password

For security reasons, we recommend you change the default root user password.

To Change the root User Password:


1. At the **Inception Login** screen, enter the following user name and password in the provided boxes to log in as Administrator:
 - **Username** — `root`
 - **Password** — `password`
2. In the **Tools** section of the Inception toolbar, click the  **Change Password** icon.
3. The **Change Password** panel opens.
4. In the **Old Password** box, type the root user password (`password`).
5. In the **New Password** box, type a new password that you are able to remember.
6. In the **Verify Password** box, type the new password again.
7. Click **Change Password**.

The login password for the root user changes to the newly set password.

Accessing the Configuration Interface

Use the Configuration interface to set up user accounts, user roles, media sources, publishing channels, system properties, and NCS (Newsroom Computer System) integration.

To access the Configuration Interface:

1. Log into Inception as an **Administrator**.
2. In the **Tools** section of the Inception toolbar, click the  **Configuration** icon.
3. The Configuration interface opens.

Changing the Inception Wallpaper

You can set the Inception wallpaper graphic as the Desktop background image for your Inception Server. The Inception wallpaper features the Inception logo, and clearly identifies the computer as an Inception Server.

To Install Inception Wallpaper:

1. Use a supported web browser to open the following URL:
`http://localhost/resources/inception/images/wallpaper/1920x1080.jpg`
The Inception wallpaper graphic opens.
2. To replace your current Desktop wallpaper with Inception wallpaper, do one of the following:
 - **Microsoft Internet Explorer®** — right-click the wallpaper graphic and select **Set as background** from the **Shortcut** menu.
 - **Mozilla Firefox®** — right-click the wallpaper graphic and select **Set As Desktop Background** from the **Shortcut** menu.
 - **Google Chrome™** — right-click the wallpaper graphic and select **Save image as...** from the **Shortcut** menu. Save the graphic to your Desktop. Right-click the saved graphic and select **Set as background** from the **Shortcut** menu.
 - **Apple Safari®** — right-click the wallpaper graphic and select **Save Image As...** from the **Shortcut** menu. Save the graphic to your Desktop. Right-click the saved graphic and select **Set as background** from the **Shortcut** menu.

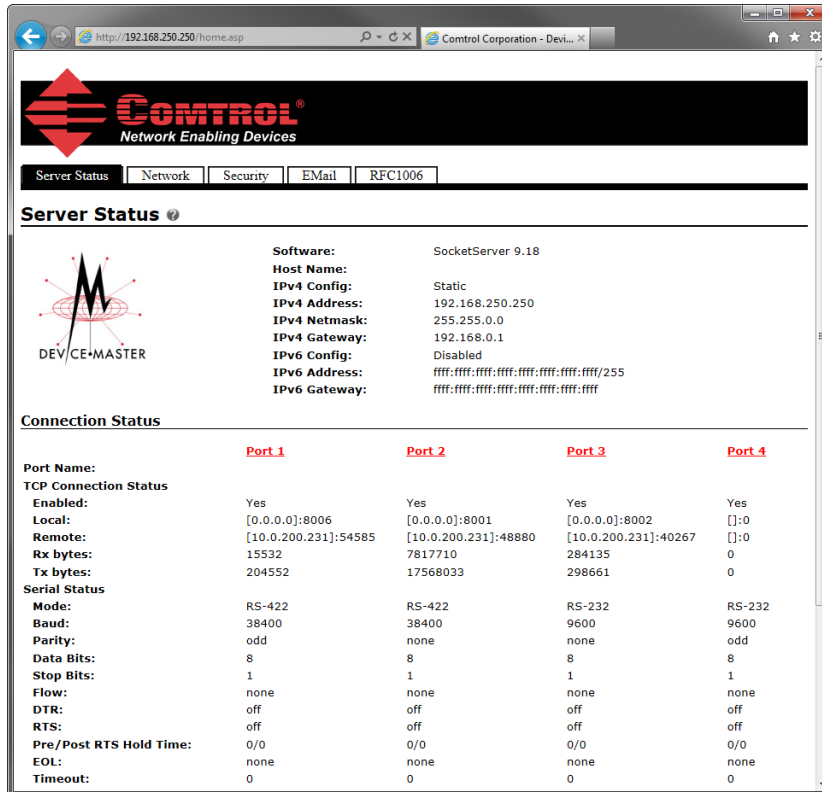
Setting Up a News Service Serial Connection

When you receive content from a wire service through a serial connection, Inception uses a DeviceMaster to handle the communication between your wire service hardware and your Inception Server. The wire service hardware connects to a serial port on the DeviceMaster, and the DeviceMaster connects to your Inception Server through the local area network. You must configure the connected DeviceMaster serial port to communicate with the wire service hardware.

To configure the DeviceMaster to communicate with wire service hardware:

1. Use a web browser to open the **Server Status** web page for your DeviceMaster. The default IP address for a DeviceMaster is 192.168.250.250.

The **Server Status** web page opens in the web browser.



The screenshot shows a web browser window displaying the 'Server Status' page for a DeviceMaster. The browser's address bar shows 'http://192.168.250.250/home.asp'. The page features the 'CONTROL Network Enabling Devices' logo and navigation tabs for 'Server Status', 'Network', 'Security', 'EMail', and 'RFC1006'. The 'Server Status' section includes a 'DEVICE+MASTER' logo and the following configuration details:

- Software:** SocketServer 9.18
- Host Name:** Static
- IPv4 Config:** Static
- IPv4 Address:** 192.168.250.250
- IPv4 Netmask:** 255.255.0.0
- IPv4 Gateway:** 192.168.0.1
- IPv6 Config:** Disabled
- IPv6 Address:** ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff/255
- IPv6 Gateway:** ffff:ffff:ffff:ffff:ffff:ffff:ffff:ffff

The 'Connection Status' section is a table with four columns: Port 1, Port 2, Port 3, and Port 4. It lists various connection parameters such as TCP Connection Status, Local/Remote addresses, Rx/Tx bytes, and Serial Status (Mode, Baud, Parity, Data Bits, Stop Bits, Flow, DTR, RTS, Pre/Post RTS Hold Time, EOL, and Timeout).

	Port 1	Port 2	Port 3	Port 4
Port Name:				
TCP Connection Status				
Enabled:	Yes	Yes	Yes	Yes
Local:	[0.0.0.0]:8006	[0.0.0.0]:8001	[0.0.0.0]:8002	[]:0
Remote:	[10.0.200.231]:54585	[10.0.200.231]:48880	[10.0.200.231]:40267	[]:0
Rx bytes:	15532	7817710	284135	0
Tx bytes:	204552	17568033	298661	0
Serial Status				
Mode:	RS-422	RS-422	RS-232	RS-232
Baud:	38400	38400	9600	9600
Parity:	odd	none	none	odd
Data Bits:	8	8	8	8
Stop Bits:	1	1	1	1
Flow:	none	none	none	none
DTR:	off	off	off	off
RTS:	off	off	off	off
Pre/Post RTS Hold Time:	0/0	0/0	0/0	0/0
EOL:	none	none	none	none
Timeout:	0	0	0	0

2. Click **Port #** link, where # is the port number on the DeviceMaster to which you connect your wire service hardware.

The **Edit Port # Configuration** tab opens.

Serial Configuration

Port Name:

Mode: RS-422

Baud: 38400

Parity: odd

Data Bits: 8

Stop Bits: 1

Flow: none

DTR: off

RTS: off

Pre/Post RTS Hold Time: 0 / 0 ms

EOL: disabled 00 00 (hex)

Input Timeout: 0 ms

Reset UART After Timeout:

Rx FIFO Disable:

Tx Complete After Close:

TCP Connection Configuration

Enable:

Listen: Port: 8006

Connect To: 0.0.0.0 To Port: 0 From Port: 0

Connect On: Always Data DSR CD

Disconnect On: Idle No DSR No CD

Idle Timer: 300

Telnet Com Port Control Option (RFC 2217):

UDP Connection Configuration

Enable Serial To Ethernet:

3. In the **Serial Configuration** section, configure the settings as required by your wire service hardware.
4. In the **TCP Connection Configuration** section, select the **Enable** check box.
5. Select the **Listen** check box.
6. In the **Port** box, enter the port number that the DeviceMaster uses to listen for communication from the wire service hardware.
7. Click **Save**.
The **Port Configuration Updated** web page opens.
8. Click **OK**.
The **Server Status** web page opens.
9. Click **Reboot**.
The DeviceMaster reboots with the new configuration.
10. Configure your wire service agent software as required.
11. Start ingesting wire service content with the agent software.
12. Configure an Inception wire account to receive content from the wire service.

For More Information on...

- configuring a DeviceMaster, refer to the *DeviceMaster Installation and Configuration Guide*.
- configuring an Inception wire account, refer to the section “**Wire Account Configuration**” in the *Inception Configuration Guide*.

CueiT Ross Prompting Quick Start

The CueiT Ross Prompting application tightly integrates with Ross Inception to make it easy for customers to optimize shot performance and to deliver the best on air results.

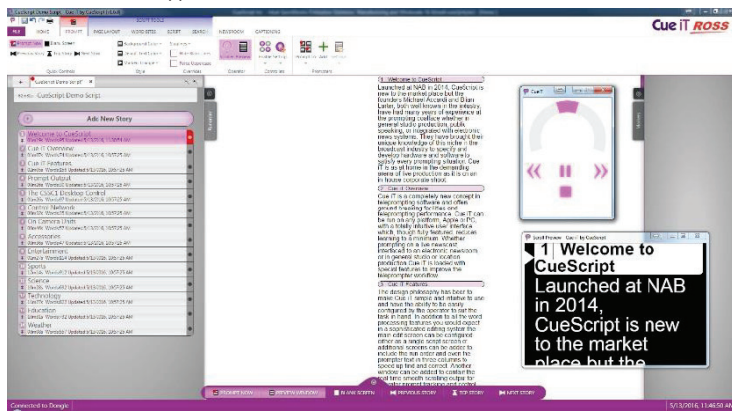
This chapter discusses the following topics:

- Dual Monitor Setup
- Enable Prompt
- Scroll Preview
- Scroll Controllers

Dual Monitor Setup

CueiT Ross was designed as a dual-screen application. The main monitor will act as your CueiT software interface and the secondary monitor will be the video output to prompter.

Monitor 1 - CueiT Application



Monitor 2 - Prompter



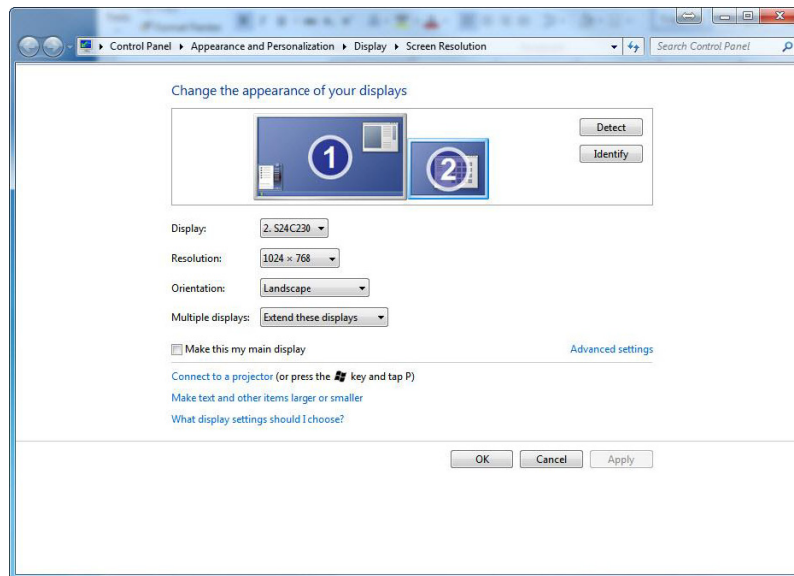
Figure 7.1 CueiT Ross Screens

Windows typically uses a wide-screen resolution for most video-output, however, optimally the secondary monitor should have a 4:3 resolution if it is going out to a traditional on-camera prompter monitor. As this format best fits prompt screen sizes. 1024 x 768 is preferred.

To set the monitor screen resolution



- Use the **Start** menu to select Control Panel > Appearance and Personalization > Display > Screen Resolution.

The **Screen Resolution** panel opens.



Enable Prompt

To enable prompt

- Click the  **Prompt** button in the top-left of the program.
The  **Prompt** button turns red to show that it is on.
- Alternatively, you can use the following methods to enable prompt”
 - › Press **CTRL** and a **Shortcut Keys**.
 - › Click **Prompt Now** in the **Prompt** tab.
 - › Click **Prompt Now** in the **Quick** toolbar at the bottom of the program.

Scroll Preview

With the first Prompt ON CueiT displays two **Scroll Preview** windows:



Figure 7.2 Scroll Preview Window

These windows will be in the middle of the Main monitor, one in front of the other.

To output full screen

1. Drag one of the **Scroll Preview** windows the secondary monitor.
2. Press **F11**.
The **Scroll Preview** window expands to full screen on the secondary monitor. The **Scroll Preview** window toolbars are hidden in full screen mode.
3. The second **Scroll Preview** window is a duplicate and a reference for the prompt operator to use as confidence monitor.

Scroll Preview Window Positions

Both windows will start in the same position as they were closed in. So long as they are not moved before prompt is turned Off, at next Prompt On they will resume the same positions.


Troubleshooting

If there are two Scroll Preview windows that appear on Prompt ON, and one should have been out to the secondary monitor, then check the secondary monitor connection, or repeat the steps above to bring the window to output.

Scroll Controllers

CueiT Ross has optional purchase options for a CSSC Hand Scroll Controller and CSFSC Foot Controller accessories. There is no limit to the quantity of controllers.

On-Screen Scroller

As default, CueiT Ross can use mouse and keyboard control in the absence of a controller through the on-screen Scroller. This  is found under the **Prompt** tab **Operator** section.

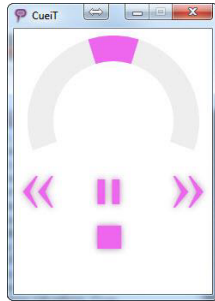


Figure 7.3 CueiT On-screen Scroller

The scroller can be controller in the following ways:

- **Scroll Wheel** – Click and drag the pink speed indicator on the gray half-circle track to advance or reverse in the script.
- **Mouse Wheel** – Hover the cursor within the Scroller window and use the mouse wheel to advance or reverse in the script.
- **Arrow Keys** – Utilize the arrow keys (Up/Down or Left/Right) to advance or reverse. The Scroller window must be the active window.
- **Num Pad 2 & 8** – While prompt is on and Num Lock is active the 2 and 8 keys on the Num Pad will advance and reverse prompting. The Scroller does not have to be the active window for this to function.

Controller

If a controller has been purchased, CueiT Ross can utilize 3 out of the 4 interface connections:

- **USB** — The USB connection is directly into the CueiT computer. This gives both scroll data and power. Drivers will automatically install, and restart is not required. Please allow 2-5 minutes for drivers to fully install the first time.

The USB connection also enables the Settings menu in CueiT. This allows changes such as naming, sensitivity, Command buttons and Static IP.

- **Ethernet** — The Ethernet connection is directly on the same network as the CueiT computer. (*It is NOT a direct connection to the computer.*) This allows the controller to sit anywhere in the studio. This connection requires a XLR Power supply.

By default, all controllers are setup for DHCP. If a static IP is required, refer to the manual on Controllers (Section 3.3.5). This will need to be set using the USB cable one-time.

- **RJ11** — The RJ11 connection is to connect a foot controller to a hand controller. RJ11 will supply power to the secondary controller, so long as the first controller has a power source. RJ11 works with any primary connection (USB or Ethernet to the first controller).
- **BNC** — The BNC connection on the controller is for CAN bus. This is ONLY supplied from the CueB hardware which accompanies the Production and Studio Suites. And it is NOT a video output.