

# MSP 17



## 17-INCH MASTER SERIES PROMPTER ASSEMBLY AND INSTALLATION GUIDE

Autocue and QTV have been serving the broadcast industry since the mid-1950s when QTV in New York and Autocue in London supplied the very first prompters via their rental divisions.

**Creating broadcast history.** The two companies merged in 1984 under Autocue Group and, with the introduction of the QSeries family of software, became the only company to offer the television industry a single solution for all transmission, newsroom, scripting and prompting requirements. QTV forms the Americas division of Autocue Group's prompting sales and rental services.

**Prompter of choice around the globe.** Autocue Group is known worldwide for its service and dependability, serving such prestigious clients as the BBC, Bloomberg, NBC and CNN. The Group's prompting solutions are compatible with all newsroom systems on the market and are in use worldwide by broadcasters, production professionals, government facilities and corporate producers requiring excellence in prompting and newsroom automation solutions.

For further information, please visit either web site shown at the bottom of this page.

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## SECTION 1: Introduction

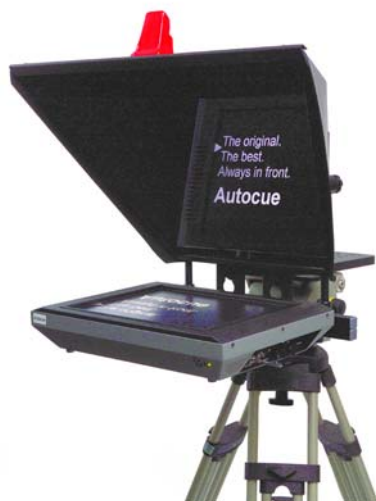
For the broadcaster, production facility or event organiser requiring greater viewing distances and larger display areas, Autocue prompter display and on-camera units satisfy all your needs.

Autocue on-camera units comprise prompter display, hood, mounting bracket, tripod plate and accessories.

Designed for the most demanding of broadcast environments, Autocue prompter display and on-camera units have crisp, ultra-bright picture quality, precision controls, and rugged construction.

Autocue prompter display and on-camera units are available in a range of configurations to match most camera, lens and mounting combinations.

### 1.1: MSP17



Designed for use with light-weight tripods and jib arms, the MSP17 combines portability and light weight design with excellent readability. This makes it suitable for non-traditional broadcast sectors, such as production companies, educational institutions, religious broadcasters, and corporate production facilities.

The MSP17 consists of the following features:

- Medium wide-angle hood designed specifically for the MSP17.
- Super-lightweight construction.

Multiple mounting options including:

- Gold Plate, Pro Plate and Roller Plate for tripods.
- Matte Box bar kit for mounting on jib-arm cameras.
- Telescopic rods for attaching to pedestals with appropriate mounting points

A variety of counterbalances and adjustable weights are available to ensure safe and stable operation and movement of mounted equipment.

Where appropriate, Autocue can also provide a range of accessories, such as cue lights and remote controls, to complement your chosen system.

## 1.2: About this guide

This document describes how to assemble and mount your chosen Autocue prompter display or on-camera unit. It is suitable for any broadcaster or news production crew. This guide is suitable for novices as well as expert users of the product line from Autocue.

Reference material is also provided that explains how to adjust the various settings and troubleshoot the prompters to ensure optimum performance.

## 1.3: Copyright information

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## 1.4: Disclaimer

Autocue Group Ltd reserves the right to revise this publication and to make changes in its content without obligation of Autocue Group Ltd to notify any person or persons of such revision.

## SECTION 2: MSP17 Components

The following tables list the supplied and recommended components for your MSP17 on-camera unit.

### 2.1: Supplied equipment

| Item Name             | Illustration   |
|-----------------------|--|
| MSP17                 |  A black, square-shaped on-camera unit with a blue screen in the center. There are ventilation grilles on the left and right sides of the unit.       |
| Power and video cable |  A coiled black cable with a power connector on one end and a video connector on the other. A yellow tie-wrap is visible on the power connector end. |

| Item Name              | Illustration   |
|------------------------|--|
| Pro Plate              |    |
| Mounting Bracket       |    |
| Medium Wide Angle Hood |  |



## 2.2: Optional equipment

| Item Name             |   |
|-----------------------|---|
| Large Wide Angle Hood |   |
| Roller Plate          |  |

## 2.3: Other equipment as required

| Item Name |  |
|-----------|--|
| Tripod    |  |

## SECTION 3: MSP17 Technical Specifications

| ATTRIBUTE                 | VALUE   |
|---------------------------|---|
| <b>Display size</b>       | 17" (432mm)   |
| <b>Brightness</b>         | 1600Nits  |
| <b>Resolution</b>         | 1280 x 1024   |
| <b>Contrast Ratio</b>     | 500 : 1   |
| <b>Reading range</b>      | 6m (20ft)   |
| <b>Input signal</b>       | Composite 1Vp-p 75Ohm (looping 2 x BNC connectors)<br>VGA (1 x 15-pin high density-D connector) |
| <b>Composite standard</b> | NTSC, PAL, SECAM  |
| <b>Power input</b>        | 110-260V AC, 50-60Hz (looping 2 x IEC connectors)<br>12V DC (1 x 4-pin XLR connector)           |
| <b>Power consumption</b>  | 60W<br>230mA @ 230V AC; 5A @ 12V DC   |
| <b>Display controls</b>   | Menu based push button controls<br>Direct contrast and brightness adjustment                    |
| <b>Assembly weight</b>    | 10.2 - 14.4kg (22.5 - 31.7lb) (varies by mount & hood election)                                 |
| <b>Monitor options</b>    | <i>Specify on purchase</i>  |
| - Cue light               | Integrated card with power output to cue light and 3-pin DIN sensor connector                   |
| - Removable PSU           | Reduces weight by 500g (1.1lb)  |
| - Remote control          | Infra-red remote control unit   |
| - Cooling fan             | Only required when used at full brightness in hot environments                                  |
| <b>Hood options</b>       | Standard hood; large wide-angle hood  |
| - Glass                   | 70:30 transmission<br>Internal anti-reflective coated   |
| <b>Mounting options</b>   | Telescopic Rods; Fixed Plate; Swing-arm Plate   |

## SECTION 4: Assembly Procedures

An Autocue On Camera Unit can be used with almost any industry-standard camera and tripod combination. On camera units comprise a tripod head attachment, prompter monitor and hood with integral two-way mirror.

Assembling and mounting your on camera unit involves:

- preparing the mounting plates and brackets
- attaching the prompter monitor
- attaching the hood and glass components
- connecting required cables
- ensuring all connections and fixings are secure.

### 4.1: Tripod head preparation

Autocue on camera units are designed to work with most standard tripods. The first step is to remove the camera mounting plate from the tripod head.



### 4.2: Autocue Wide Angle Bracket

The Wide Angle bracket consists of a square grooved length of aluminium extrusion, horizontal prompter display unit mounting bars, vertical hood mounting bars and one or two keyhole plates.



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**NOTE:** The vertical hood mounting bars are longer than the horizontal prompter display unit mounting bars.

---

## 4.2.1: Wide Angle Bracket options

Autocue produces three wide angle bracket sets depending on the size of hood and prompter display unit that you have ordered.

- Small Wide Angle Bracket is used with the Small Wide Angle Hood and compact prompter display units
- Medium Wide Angle Bracket is used with the Medium Wide Angle Hood and mid-sized prompter display units
- Large Wide Angle Bracket is used with the Large Wide Angle Hood and the largest prompter display units

### Autocue Wide Angle Brackets.



## 4.2.2: Bracket assembly

The assembly of the brackets is the same for all three sizes.

**NOTE:** The illustrations below depict various sized brackets.

1. Unscrew the keyhole plates in the bracket and rotate them to the upright position.



2. Screw in the horizontal prompter display unit mounting bars.



3. Screw in the vertical hood mounting bars.



## 4.2.3: Adjust spacing and location of the mounting bars

---

**NOTE:** It is recommended that you check the spacing between the mounting bars before attaching the mounting bracket to the plate you have ordered.

---

1. Loosen all the mounting bars slightly so that they can freely move to the left and right.
2. Place your prompter display unit face down on a flat, padded surface.
3. Align the horizontal mounting bars with the holes on the rear, side or bottom of the unit, depending on the prompter display unit you have ordered.
4. Slide the mounting bars in to the holes to confirm correct positioning. (The picture below is for illustrative purposes only.)



---

**NOTE:** It is recommended that you mount the prompter display unit so that it is centred along the mounting bracket.

---

5. Tighten the horizontal mounting bars to secure them in position and remove them from the rear of the prompter display unit.
6. Carefully place your wide angle hood face down on a flat, padded surface.

7. Align the vertical mounting bars with the screw clamps on the rear of the hood and slide the bars in.



---

**NOTE:** It is recommended that you mount the hood so that it is centred along the mounting bracket.

---

8. Tighten the vertical mounting bars to secure them in position and remove them from the screw clamps.
9. The mounting bracket is now ready to be attached to the plate you ordered.



## 4.3: Pro Plate preparation

The Autocue Pro Plate is provided disassembled as illustrated below.



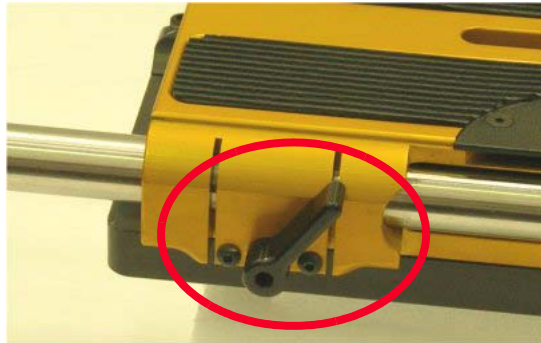
The Pro Plate consists of a combined tripod slide and camera carriage, adjustable mounting rods for attaching an on-camera unit and optional pan-tilt arm.

A Pro Plate can be attached to either a tripod or to a hand-held shoulder grip.

10. Adjust the length of the mounting rods.

This length will vary depending on the type of camera you are using, the size of on-camera unit and whether the Pro Plate will be attached to a tripod or shoulder mount.

11. Loosen the locking levers on the camera carriage.



12. Adjust the position of the mounting rod and then use the locking lever to secure the rod in position.



13. Repeat for the other mounting rod.



### 4.3.1: Attach Pro Plate to a tripod

1. Place the Pro Plate on a flat surface with the mounting slide uppermost.



2. Place the tripod camera mounting plate on to the Pro Plate mounting slide.



3. Fix the camera mounting plate in place by screwing it to the Pro Plate mounting slide.

---

**NOTE:** Camera mounts vary, but must be only attached using the large or small threaded holes in the Pro Plate mounting slide.

---

4. Fix the combined Pro Plate and camera mounting plate to your tripod.
5. With you camera attached to the Pro Plate camera carriage, you can adjust the position by loosening the camera carriage locking lever and moving the camera carriage forwards or backwards to find the balance point.



6. When you have found the correct position on the tripod slide, secure the carriage slide in position by tightening the locking lever.



## 4.4: Attach mounting bracket to your chosen plate

Ensure that the plate is securely attached to a tripod.

---

**NOTE:** An Autocue mounting bracket is attached in the same way to a Pro, Fixed or Swing-arm plate. The photographs below show a Fixed Plate for illustrative purposes only.

---

1. Loosen the knurled locking rings on the adaptor rods at the front of the plate.
2. Place the openings in the keyhole plates over the ends of the adaptor rods.



---

**NOTE:** Ensure the keyhole plates remain in front of the locking rings.

---

3. Tighten the locking rings to secure the mounting bracket in position.



## 4.5: Mount prompter display unit and hood

### 4.5.1: Attach MSP17

1. Slide the horizontal rods of the Mounting Bracket into the mounting holes in the MSP17 chassis.



---

**NOTE:** The prompter display unit shown is for illustration only. The position of the horizontal rods should have been set for the size of monitor you are using when the Mounting Bracket was assembled.

---

2. Secure in the required position by tightening the locking clamp on the side of the chassis.



3. Repeat for the other clamp.
4. Ensure that the whole assembly is stable and balanced.

#### 4.5.2: Attach Wide Angle Hood

1. Slide the locking clamps of the Wide Angle Hood over the vertical bars of the Mounting Bracket.



2. Move the hood down the vertical bars to position the unit so that the lens of your camera will be centred in the glass plate of the hood.

3. Secure in the required position y tightening the locking clamps on the rear of the hood.



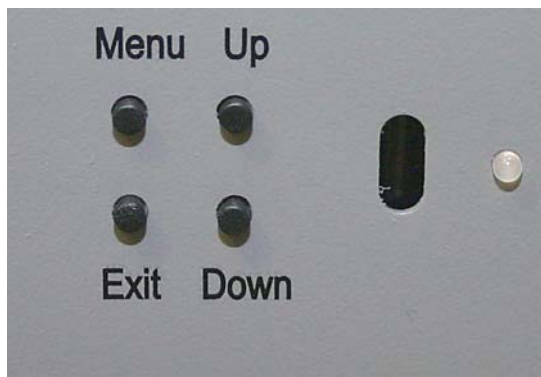
## SECTION 5: MSP17 Connections

### 5.1: Physical characteristics

The prompter display unit of the Autocue MSP17 is illustrated below.



The MSP17 has four control buttons on the side of the unit.



| Buttons | Control  |
|---------|--|
| Menu    | Opens the OSD menus<br>or<br>Opens a particular sub-menu |

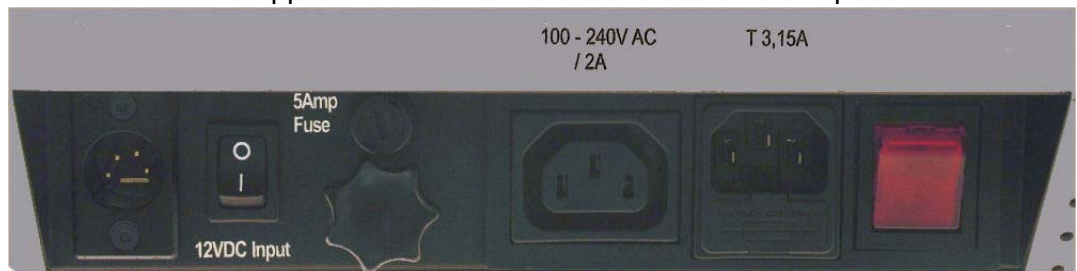
| Buttons | Control  |
|---------|--|
| Exit    | Exits from the a sub-menu<br>or<br>Closes the OSD                                  |
| Up      | Move OSD cursor to highlight a sub-menu<br>or<br>Increase the value of a parameter |
| Down    | Move OSD cursor to highlight a sub-menu<br>or<br>Decrease the value of a parameter |

The actions of the on-screen menus are described in Section 6: Prompter Operation.

### 5.1.1: Video and power inputs

Connect video cables and power leads to the sockets on the side of the .prompter display unit.

**Power.** Use either a standard mains electrical supply cable to the Mains Input socket or use the supplied 12 V DC XLR connector to the DC Input socket.



**Video.** You can connect a video signal via the Video In BNC or use the prompter display unit directly from your computer using a standard VGA cable.

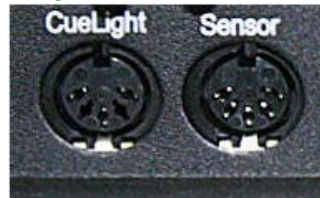


## 5.1.2: Autocue cue light

When an on-camera unit is used, the hood can sometimes obscure the cue light on the camera. To overcome this, Autocue has developed an extension light that is attached to the hood.



1. Attach the sensor to the light on the camera.
2. Plug the sensor into the Sensor socket on the prompter display unit.



3. Attach the cue light to the top of the hood.
4. Insert the plug from the light in to the CueLight socket.
5. The Autocue cue will illuminate whenever your camera is "live".

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### NOTE:



The cue light sensitivity can be adjusted using the preset marked Trim on the control panel.

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## SECTION 6: MSP17 Operation

OSD (On Screen Display) menus are used to configure the prompter display unit and prepare it for displaying scripts.

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**NOTE:** While operating prompter display units, troubleshooting or maintenance tasks may need to be performed on the prompter display unit. For guidance, refer to section 1.

---

### 6.1: Connections

Once your MSP17 and camera combination are securely mounted on a tripod or shoulder grip, attach the MSP17 cabling.

1. Ensure you have a power supply and video signal available

### 6.2: OSD controls

The OSD controls are used to make changes to parameters, perform scaling adjustments and amend other operational settings of your MSP17.

---

**NOTE:** Your MSP17 comes with an infrared remote control handset. To activate this, you need to enter the following code:  
31341  
where requested to do so.

---

## 6.2.1: Accessing the OSD controls

The Menu button on the side of the MSP17 opens the OSD controls. An example OSD menu screen is shown below.



**NOTE:** If no adjustment is made to a control, the OSD will switch off after approximately ten seconds

There are six main OSD menus that are used to set up a MSP17 prompter display unit:

- Input Select
- VGA Adjustments
- Color adjustments
- Video settings
- Scaling adjustments
- System Settings

The tables in the following sections list the various sub-menu selections and the options that can be set for them.

Press the Up and Down arrows to highlight a heading and press the Menu button to select it. The sub-menus within the six main categories are selected with the Up & Down buttons.

Press Menu again to select a sub-menu from a category and then the Up and Down arrows to adjust or change the parameters. Press Menu once more to save the setting.

## 6.3: Menu options

### 6.3.1: Input Select

The first option allows you to select a video signal source for your prompter display unit.

| Sub-menu             | Options            |
|----------------------|--------------------|
| Main Picture channel | VGA                |
|                      | Component Video    |
| Scan inputs          | Off                |
|                      | On                 |
| PIP Mode             | Off                |
|                      | Picture in Picture |
|                      | Side by Side       |

### 6.3.2: VGA Adjustments

The following are only usable if the VGA Channel is active.

| Sub-menu      | Options                                     |
|---------------|---|
| Auto Adjust   | Use for automatic image adjustment          |
| Clock         | Set clocks manually                         |
| Phase         | Adjust the focus and clarity of the display |
| Sharpness     | Increase image sharpness                    |
| Hor.-Position | Move the image position horizontally        |
| Ver.-Position | Move the image position vertically          |

### 6.3.3: Color Adjustment

The various colour settings for the image can be adjusted using this option.

| Sub-menu              | Options  |
|-----------------------|--|
| Brightness            | use UP DOWN keys for setting brightness.                   |
| Contrast              | use UP DOWN keys for setting contrast.                     |
| Saturation            | use UP DOWN keys for setting saturation.                   |
| Hue                   | use UP DOWN keys for setting hue.                          |
| Fleshtone             | use UP DOWN keys for setting flesh tone                    |
| Backlight             | use UP DOWN keys for setting backlight brightness.         |
| Auto Color adjustment | Auto adjustment of colour                                  |
| Advanced              | Setting of Gamma, colour temperature and RGB colour value. |

## 6.3.4: Video Settings

These settings are only selectable if a signal is present on an active video channel.

| Sub-menu          | Options  |
|-------------------|--|
| Motion Processing | Use for optimum motion sharpness   |
| Sharpness         | Emphasize borders  |
| Film Mode         | Only use with DVD Input  |
| Noise Reduction   | Filter for noise reduction   |
| Mpeg Processing   | Filter for MPEG (This setting cannot be used as add on board does not exist) |
| Decoder Settings  | Settings for video decoder   |

## 6.3.5: Scaling Adjustment

Scaling Adjustments for the image are set in this menu.

| Sub-menu     | Options   |
|--------------|---|
| Scaling Mode | Use UP and DOWN keys to select the scaling modes.                         |
|              | Expand: Image is expanded to the full monitor screen.                     |
|              | Aspect: Image is shown in its aspect ratio according to the input signal. |
|              | 1:1 : Image is shown in its original resolution.                          |
| Picture Flip | Horizontal or vertical flip of image                                      |
| Zoom         | Enlarge image   |
| Hor. Pan     | Horizontal pan of enlarged Image  |
| Vert. Pan    | Vertical pan of enlarged Image  |

## 6.3.6: System Settings

| Sub-menu           | Options   |
|--------------------|---|
| OSD Timeout        | Setting of OSD timeout                              |
| OSD Hor. Position  | Setting of OSD horizontal position                  |
| OSD Vert. Position | Setting of OSD vertical position                    |
| OSD Blend          | Setting of OSD blend                                |
| OSD Orientation    | OSD Horizontal. OSD Vertical. Flip, OSD Rotate      |
| OSD Language       | OSD Language (Engl. Deutsch)                        |
| Reset to Default   | Reset to default; all saved settings will be lost!! |

## SECTION 7: Troubleshooting and Maintenance

### 7.1: Common problems

The table below lists common problems that may occur during prompter operation. Suggested things to look for are.

| Problem  | Check...  |
|--|---|
| The power LED of the LCD flat-panel display is not illuminated | if the power switch for the unit is in the ON position  |
|  | if the power cord is connected to a working power outlet.   |
|  | if the power cord is plugged in to the unit   |
| There is no picture visible                                    | if the power supply receives power and is correctly connected to the display  |
|  | if the signal cable is correctly connected to the graphics board or to the video source and display   |
|  | if the device is it turned on and set to the correct mode (VGA or video)  |
|  | if the display supports the graphics mode of the graphics board (see Technical Specifications)  |
|  | if the connectors have any bent pins  |
|  | if the brightness and contrast settings in the OSD menu are appropriate   |
|  | if the screen saver settings of your system are causing problems  |
|  |   |
| The power LED is red   | See previous item #2.   |
| The image is blurred or unstable                               | if the signal cable is correctly connected  |
|  | if the selected graphics mode is correct.   |
|  | if the display supports the graphics mode of the graphics board.  |
|  | if the resolution of the unit is set to less than 1280 x 1024 at a refresh rate of 60 Hz. (For resolutions lower than this the image is expanded via interpolation which may cause errors. As a result the image may look blurred.) |
| <i>Alternative suggested remedies:</i>                         |   |
|  | Select "Auto adjust" from the Position menu.  |

| Problem   | Check...   |
|---|--|
|   | Select the H-Total and Phase functions from the Position menu and change the settings to achieve a sharp and stable image (these settings may have to be repeated when you have selected another graphics mode). |
| The image is not sized properly or not centered | if the horizontal and vertical image position in the OSD menu is set correctly   |
|   | If the selected graphics mode is appropriate   |
|   | if the display unit supports the graphics mode of the graphics board   |
| OSD error message: "Signal overrange"           | if the selected graphics mode is correct.  |
|   | if the display unit supports the graphics mode of the graphics board   |

For further troubleshooting assistance, refer to our Frequently Asked Questions (FAQ) database on our website: [www.autocue.com](http://www.autocue.com).

## 7.2: Maintenance

### 7.2.1: Cleaning the monitor

**CAUTION:** **Electric Shock Hazard!**

Isolate the prompter display unit and any other devices from any power source before cleaning the display unit surface.

Regular cleaning will help keep your prompter display unit in good condition.

- As recommended by the manufacturers, use tepid water with a small amount of detergent to clean the glass on the prompter display unit and then leave it to dry naturally.
- Wipe the equipment surface down with a moist cloth; do not allow liquid to enter the equipment.
- Clean the prompter display unit screen with a lint-free, soft cloth. Do not use (glass) cleaning agents or paper tissues for cleaning. In addition, do not clean the glass with abrasive cleaners or dusters, these will scratch the glass coating.
- Wait until all cleaned parts are completely dry before reconnecting the prompter display unit to the power source.

## 7.2.2: Care and handling advice

- Avoid dropping the prompter display unit or any of its individual components.
- Clean the monitor periodically.

---

**NOTE:** Do not use abrasive cleaners or dusters when cleaning the monitor.

---

- Do not run the prompter for excessively long periods of time. This will cause the operation of the backlight panel to deteriorate, gradually becoming dimmer.
- Do not use in wet weather without a cover.
- Do not expose to sunlight for long periods of time.
- Adjust the mounting bracket to allow clear space between the glass of the hood and the fully-extended camera lens
  - small vibrations may cause scratches
  - contact by the lens may break the glass
- Ensure that the prompter display unit is correctly aligned both horizontally and vertically with the camera
- Ensure that the whole on camera unit is securely fastened and does not sway from side to side.

## SECTION 8: Sales and Support Information

We have been working in live broadcast environments for the past 50 years and understand the importance of efficient and effective hardware and software support.

We provide the latest prompting software builds for free on our website ensuring you continue to benefit from enhancements. Warranties cover all of our hardware products, with an in-house assessment and repair service offered outside of the warranty period.

### Sales information

#### International enquiries

|                         |  |
|-------------------------|--|
| Autocue                 |  |
| Unit 3, Puma Trade Park | Tel: +44 20 8665 2992  |
| 145 Morden Road         | Fax: +44 20 8687 4869  |
| Mitcham                 | e-mail: <a href="mailto:info@autocue.co.uk">info@autocue.co.uk</a> |
| Surrey                  | web: <a href="http://www.autocue.com">www.autocue.com</a>          |
| CR4 4DG                 |  |
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## Americas enquiries

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10001-3600  
USA

Tel: +1 212 929 7755  
Fax: +1 212 929 2105  
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## Contacts

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Mob: +1 516 528 3599  
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## Technical support

Our hardware and software support is provided by our own in-house teams.

## Telephone support

We provide 24/7 support for our QSeries and Rental customers, with support for prompting customers available during UK office hours (9am till 6pm GMT) and US office hours (9am till 5pm EST).

## Onsite support

Our Tech Support team also travel to customer sites to install QSeries systems and offer ongoing after-sales support to QSeries customers.

To request technical support please use one or more of the following options.

## International

### Phone.

1. Call the main Autocue number:  
+44 20 8665 2992
2. Select the support option

3. Leave a message including as much detail about the problem as practical.

### **Email.**

1. Send an email to:  
support@autocue.co.uk  
Remember to include as much detail as possible. A phrase such as "Screen blank" makes it difficult for the support staff to diagnose a problem and will delay providing you with an answer.

### **Web site.**

1. Go to [www.autocue.com](http://www.autocue.com)
2. Select "Support" and then "Problem Form" from the menu bar
3. Complete the form and submit it.

## Americas

### **Phone.**

1. Call the main QTV number:  
+1 704 377 1496
2. Select the support option
3. Leave a message including as much detail about the problem as practical.

### **Email.**

1. Send an email to:  
support@qtv.com  
Remember to include as much detail as possible. A phrase such as "Screen blank" makes it difficult for the support staff to diagnose a problem and will delay providing you with an answer.

### **Web site.**

1. Go to [www.qtv.com](http://www.qtv.com)
2. Select "Support" and then "Problem Form" from the menu bar
3. Complete the form and submit it.