QMASTER MULTI-HEAD GUIDE

Multi-head description
Multi-head allows two or more QBoxes to be controlled by one QMaster computer. The QBoxes can be positioned in any location that is reachable by your TCP/IP network.

All QBoxes will prompt the same text and be synchronized.

One QBox will be the master or primary, the other QBoxes will act as slave (secondary). You can control the scroll from a controller connected to the QMaster computer and/or to the master QBox. Slave QBoxes will only follow along.
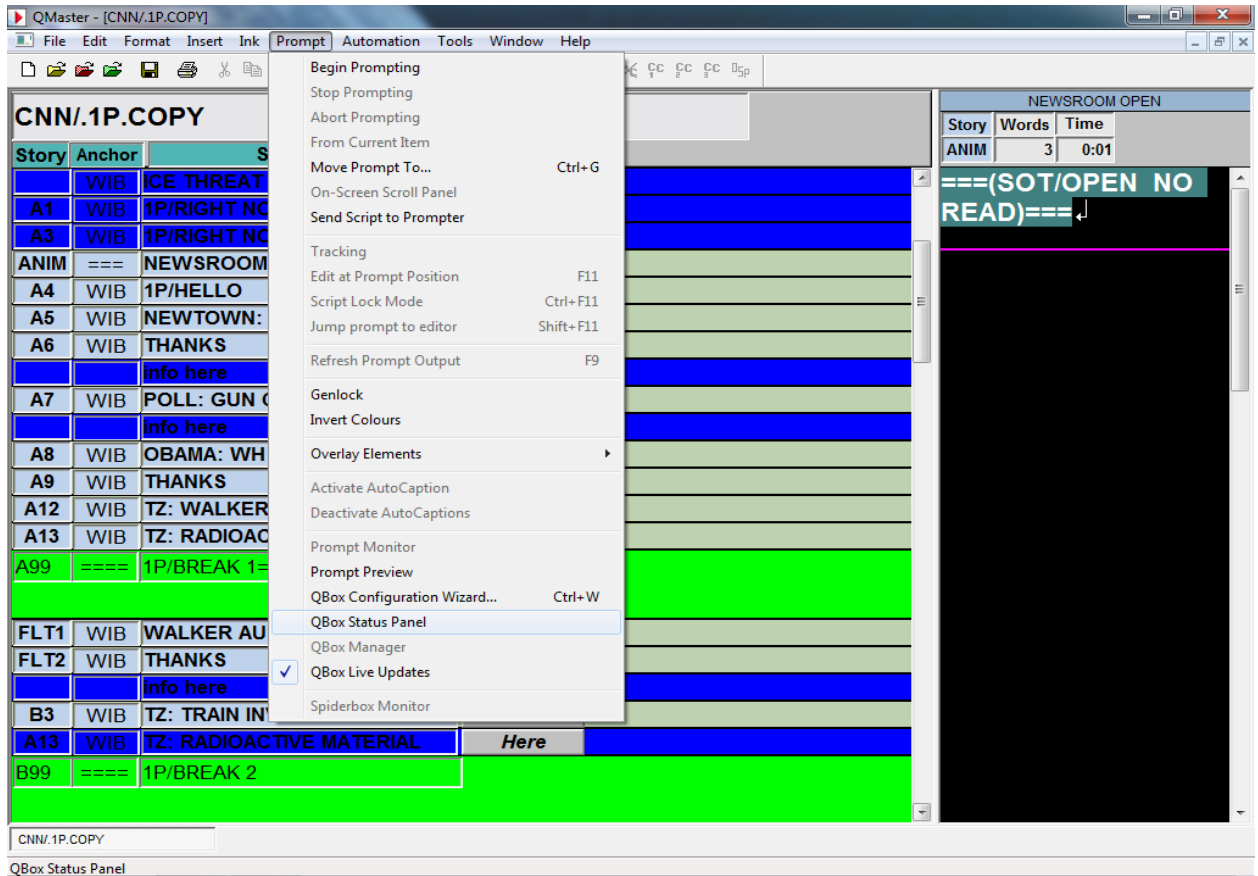
Opt-Out: This mode allows for a presenter located at a remote site to rehearse the script by prompting it locally on their QBox.

Opt-out Procedure: A slave QBox can "Opt-out" of the currently prompted script. This is achieved by pressing the Opt-out button on the scroll control connected to the slave QBox. Opt-out allows for the slave QBox to temporarily disconnect from the master QBox. Then the presenter or operator located near the slave QBox can take over the scrolling just on that one QBox. To return the QBox back to slave mode, Press "Opt-out" button again, or press "Opt-in" button. Note: Script updates to this QBox will not be received while in "Opt-out" mode.
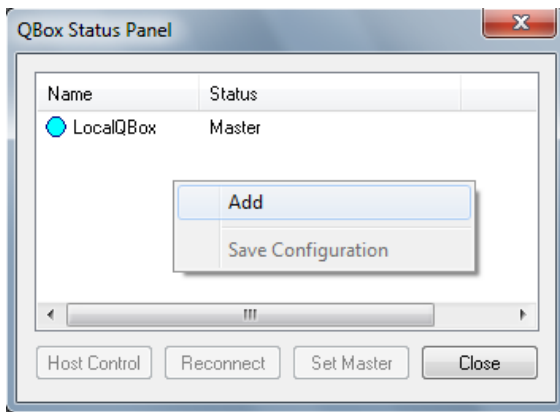
Multi-head Requirements: You need to purchase a Multi-head license. For Multi-head mode to work properly, network latency should be less than 250ms, network throughput at least 64Kbit/sec.
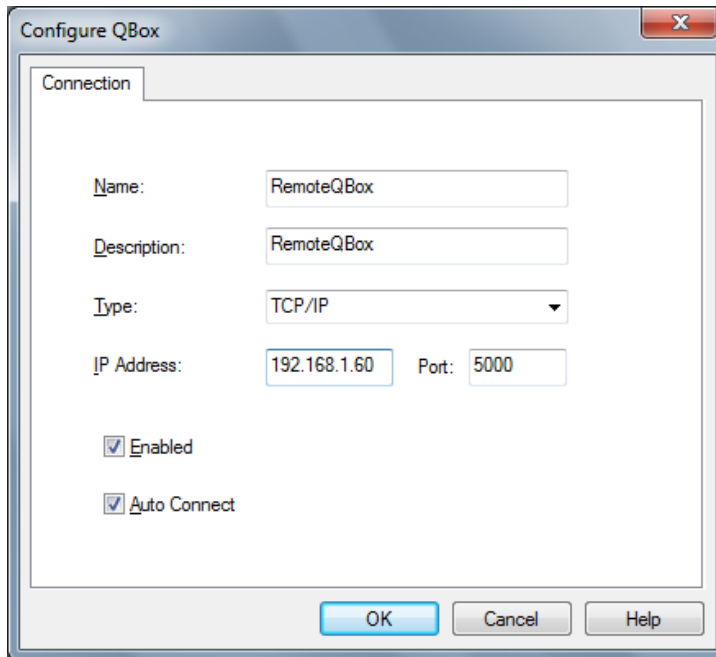
Installation Procedure:

1) After purchasing the Multi-head option, supply Autocue support with the existing license.dat file located in C:\QMaster directory of the prompter PC that is getting upgraded to Multi-head.
2) Autocue will in turn supply you with an updated license.dat file to install and replace on the prompter PCs. Place the license.dat file into C:\QMaster folder, overwriting the old license file. Restart QMaster software.
3) Start the QMaster program on the prompter PC and go the menu bar and select Prompt, QBox Status Panel as shown below:
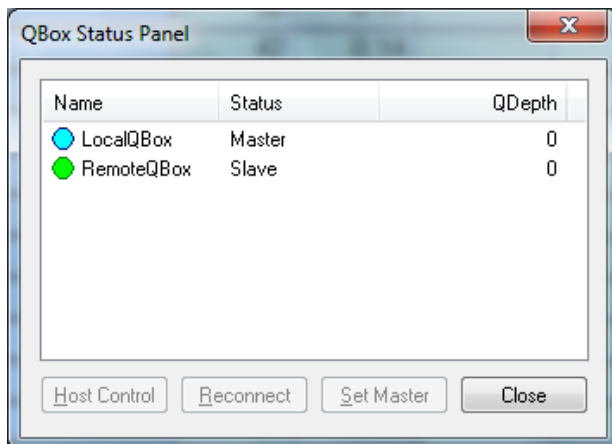
4) Right click in the white space inside the status panel and click on Add.

5) Enter the name of the 2nd QBox in the Name field (this is what the prompter operator will see)
6) Enter a description in the Description field.
7) Enter the 2nd QBox hostname or IP address in the IP address field. Note: You will need to use Bonjour software if using QBox hostnames.
8) Leave port 5000 as is.   Click on OK.

9) The new QBox name should have a green light meaning it has been found on the network and is connected. If it is has a red dot beside it then right click on it and click on RECONNECT.
If it still will not connect then you made a mistake in the naming or IP configuration.
Confirm the QBox is powered up and has blinking network lights.
Try pinging the QBox to confirm network connectivity.

10) Make the existing QBox Master by right clicking it and click on SET AS MASTER.
11) Now you should have the local QBox status as MASTER and blue in color and the remote QBox set as ONLINE and green in color.
That is the way it needs to be set up in order to work.