QMaster
Common Questions and Answers

Able to ping QBox but…

➢ *Prompt menu is not visible in title bar*

If you do not see the "Prompt" menu at all on the top title bar then you will need to run setup again from the QMaster cd or a download link from one of Autocue's support team members and select to add additional components. At this stage check the box that says QBox Version 1 or Version 2.

*If at any point you are unsure whether you have a Version 1 or Version 2 QBox simply plug a keyboard into the QBox (you will have to reboot for keyboard detection if it is a PS/2 connection) and hit F5. If the firmware version begins with 1.x then it is a version 1 QBox; conversely if it begins with 2.x then it is a version 2 QBox.

➢ *Unable to connect to QBox under status panel*

QMaster can appear to be hung at the connection stage under the "QBox Status Panel" (accessible under "Prompt" menu) or at times the "Prompt" menu won't show in the title bar at all.

If you observe the QBox struggling to connect this happens when the improper component for the QBox is loaded or selected. In order to solve this close QMaster and re-run the program. If you receive any errors open the task manager and make sure you don't have duplicate processes of "clientnt.exe". You may have to click the checkbox to "Show processes from all users" if the aforementioned process is not visible.

When you are prompted to select between QBox Versions 1 or 2 select QBox version 1 and test for results. QBox version 2 is a different member of our product line designed to support complex languages such as Arabic and version 1 is the current version for most Western languages and is in no way an antiquated product. You can also try the opposite selection.

QMaster Hangs in Win7 with Serial MultiButton Controller

This is a known issue for which the fix is under development. As of now it is advised not to use this controller directly connected to the PC unless you are running QMaster under Windows XP. The other option is to connect the controller to the QBox itself.

We apologize for any inconvenience this causes and please email softwaresupport@autocue.com so that we may notify you as soon as this is resolved.

Setting up closed captioning

➢ You will need to run a serial cable from the caption encoder to a free COM port on the QMaster prompter computer. Depending on the encoder you will need a straight-thru or null-modem (crossover) serial cable. Using DB9 9 pin connectors, pins 2 [TX], 3 [RCV], 5 [GND] are usually all you need to run. If you require hardware flow control, then add pins 4, 7. This is the standard serial RS-232 wiring.

➢ Captioning in QMaster is set up under Tools, Options, QBox prompt engines, and then auto captioning. Choose the COM port and COM port settings. Most encoders use 1200 baud, 7 bits, Odd parity, 1 stop bit, and no flow control. QMaster and the encoder must be set to the same communication settings.

➢ Once prompting is started, you can activate captions from the Captions ON/OFF button on the scroll controller. Captions can also be activated from the Prompt menu, then Activate autocaptions. There is an indication at the bottom right of the program screen that indicates caption status (CC ON/OFF).

Setting up closed captioning to autostart with prompting

You can also set QMaster to start captioning as soon as prompting begins. This is done by navigating to Tools then Options and then selecting User preferences. The third tab titled "Prompt Tracking" has a checkbox you would select titled "Automatically start captioning when the prompting is started".

QBox clock synchronization

➢ How to check if the QBox is time synchronized to the PC:
In QMaster, go to Prompt, then QBox Status Panel. Right-click on the QBox, choose 'show system information'. (You can also get there by pressing F5 on a keyboard connected to the QBox)

➢ On the QBox video output, make sure under 'TimeSync Source' that it shows the QMaster PC's hostname or IP address.

➢ If it says 'Not Locked', the QBox clock is NOT synchronized to anything. Follow the procedure below.

➢ Procedure for synchronizing clock between QBox and QMaster PC:
On the PC, go to Start->Programs->Time Synchronization Manager.
Make sure the entry in there is set to 'Local Clock'. Make sure the service stops and restarts OK when you click OK.

➢ The next step is to make the QBox time sync daemon point to the QMaster PC's IP address.

➢ Connect a USB or PS/2 keyboard to the QBox. If PS/2 keyboard, you will need to reboot the QBox.

➢ After the QBox is finished booting up, press F8 and choose configure option.

➢ Choose Time Sync Daemon. Remove the current entry, and ADD Network Host.

➢ Under Hostname, enter the IP address of the QMaster PC. Click OK. The service will restart.
F10 to close the screen, then choose 'Return to prompt mode'.
Wait a minute, then press F5 (info screen). Make sure time sync on the QBox shows locked to the IP address of the PC. You can then remove the keyboard.

➢ *Note about firewall:
You may need to open up port 3104 on the firewall, as the time synchronization uses that port for communications.

➢ *Note about NTP:
Although the QBox supports NTP for getting the time, we suggest leaving that disabled on the QBox. Use the time synchronization method above for the QBox. You can setup NTP on the QMaster PC (using your own 3rd party NTP client). Once the PC gets the correct time from NTP, the time sync daemon running on the PC and the QBox will ensure the QBox gets the correct time.

Text is cut off on prompt output to the right of the script

If you notice when prompting the text you are using is cut off on the right hand side before the next line please follow these simple steps to remedy the problem.
➢ From the program click "Tools" at the top.
➢ Click "Options"
➢ Click "QBox Prompt Engines"
➢ Click "Text Format"
➢ Change the "Font Scale Factor" to 80
➢ After you are done click ok and try prompting again. You may want to restart the program.
*Note: If after the above changes are made the problem persists please change the font away from Arial to something else such as Times New Roman.

Scrolling or rolling lines on the QBox video prompt output

In order to disable the VGA on the QBox and keep the BNC to eliminate scrolling line problems follow the steps below:

➢ Plug a keyboard into the QBox. You will need to reboot it if the keyboard is a PS/2 and if not just wait 20-30 seconds. At that time you will be press F8 on the keyboard. If the QBox does not respond please make sure all other controllers are unplugged from it.
➢ After hitting F8 when the configuration menu comes up press "Enter" to bring up the configure QBox options menu.
➢ Hit the down arrow and then move the arrows until "Display Settings" is highlighted in blue.
➢ Press Enter
➢ Note: From this screen you can navigate with the tab key and toggle boxes with the space key.
➢ It is recommended that you select either 640x480 (NTSC Native) or 800x600 under the Display Mode tab. If you are using a PAL display then leave the setting at the default (PAL).
➢ *Now as to the part specifically causing scrolling lines: hit tab until you have the top row selected and then press right to get to the Outputs tab.
➢ Hit tab and then hit space to uncheck "VGA Output Enable".
➢ *Make sure you still have a checkbox next to "Video Output Enable" (this is for the BNC output).
➢ Finally hit tab and check NTSC or PAL (if not already) and then hit tab again to pick ok.
➢ Press F10 to close that window.
➢ Move to the right one from the main menu and pick Reboot QBox
➢ You should notice the display is correct at this point.

How to load scripts off a USB flash drive

➢ Make sure the drive is formatted FAT 32.
➢ Load the scripts in txt format to the "scripts" directory on the root of the flash drive
➢ The scripts need to be in txt format.
➢ They will be prompted in order numerically then alphabetically. If you are using the QBox out in the field it is recommend to preface each script with "00", "01", "02", etc. so that your rundown is in order.
➢ Insert the flash drive into the QBox and hit F1. Change the source to the USB drive and proceed.

What to do in an emergency if you have no scroll controllers

If you lose the ability to scroll through the physical controllers you can select "Prompt" and then "On-screen Scroll Panel"

Changes made to the script do not reflect on the prompter

In order for changes made to display on the prompter you will need to save the open script under QMaster. This is so that accidental mistypes are not submitted to the prompter.

Is there a way I can see the prompter output from the operator's PC?

A prompt preview window can be toggled by going under Tools then Options and Prompt settings. Then select "Show Prompt Monitor on Prompt". You can then drag and resize this window to suit your preference.

How do I adjust the scroll control (when there is only one) connected to the PC?

Click on "Tools", "Options", then "QBox Prompt Engines". After that is expanded out click "Scroll Controls" and select the controller you wish to use by clicking on it. It should be highlighted with a blue bar to indicate it is the active controller.

How do I adjust the multiple scroll controls connected to the PC?

Click on Tools, Options, then QBox Prompt Engines. After that is expanded out click Scroll Controls and select the Virtual Spider Box. It should be highlighted with a blue bar to indicate it is the active controller. Then click Setup. From there add each controller that you have connected. The name is completely arbitrary but you must be very careful to select the correct type from the dropdown list for each controller or it will not be recognized.

What do the different scroll modes mean under the virtual spider box?

➢ Active user wins: whoever's scrolling now remains in control
➢ Last user wins: whoever tries to scroll is in control regardless of whether someone else is scrolling or not.
➢ Fastest user wins: whoever's scrolling fastest wins. Not recommended.

How do I configure the scroll controllers connected to the QBox?

➢ In order to do this bring up the QBox status panel by clicking prompt at the top of QMaster and selecting QBox Status Panel (if you don't already have the status panel open). Then right-click on the QBox and select "Device Settings".
➢ If you are using a serial scroll control click the middle tab ("Serial scroll controls") and click "Add". Make sure the COM Port is set correctly (the default is COM One unless you have more than one COM port on your QBox). Be careful to select the appropriate controller type from the dropdown.
➢ Then click the last tab labeled "Configure scroll controls", click the controller you would like to configure (so that it is highlighted in blue) and click Setup. Afterwards right-click the QBox, select Reboot, and all changes will be applied.

QBox constantly reboots

Ensure the QBox is not in a hot and/or humid environment. If this is not the case or the problem persists consider emailing hardwaresupport@autocue.com or call 212.929.7755.

All software questions can be fielded to softwaresupport@autocue.com or call to 704.377.1496.