



QStart for Windows Frequently Asked Questions

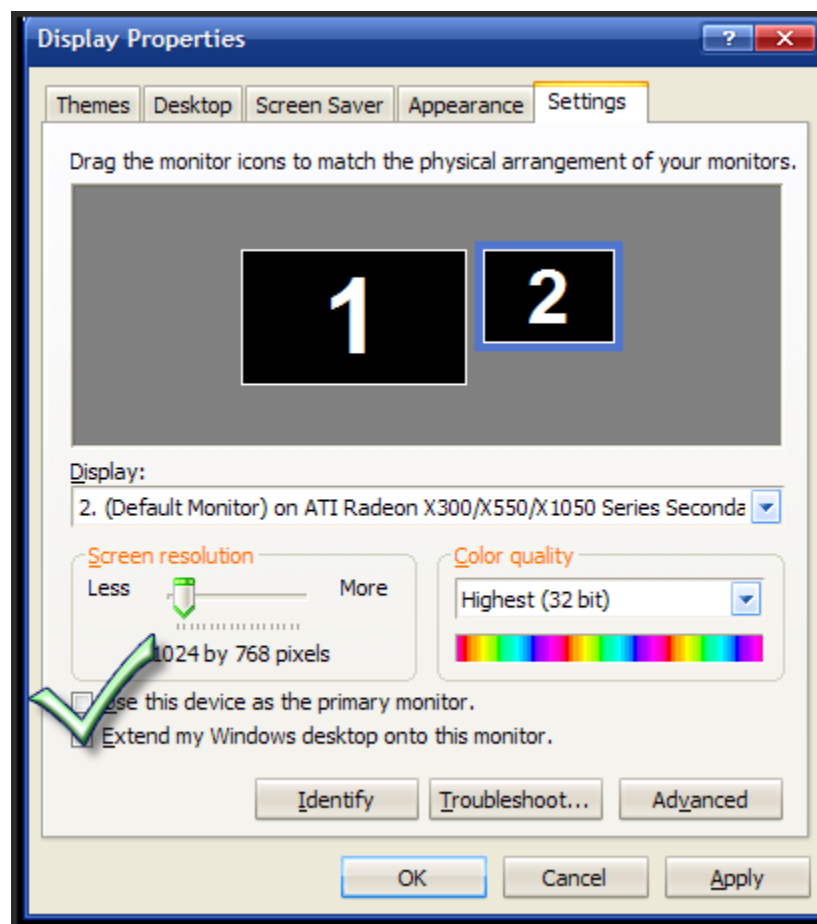
Table of Contents (click where you want to go)

No display on second monitor (Windows XP).....	1
No display on second monitor (Windows 7).....	2
Prompt output on wrong screen.....	3
Prompt output upside down.....	3
Sluggish/jerky performance (Windows XP).....	5
Sluggish/jerky performance (Windows 7).....	7
Enabling prompt output on both screens.....	10
Error when QStart is run.....	11
Stuck running in evaluation mode.....	12

I. I'm not seeing any output on my second monitor.

In order to output correctly to two monitors you will need to enable multiple displays.

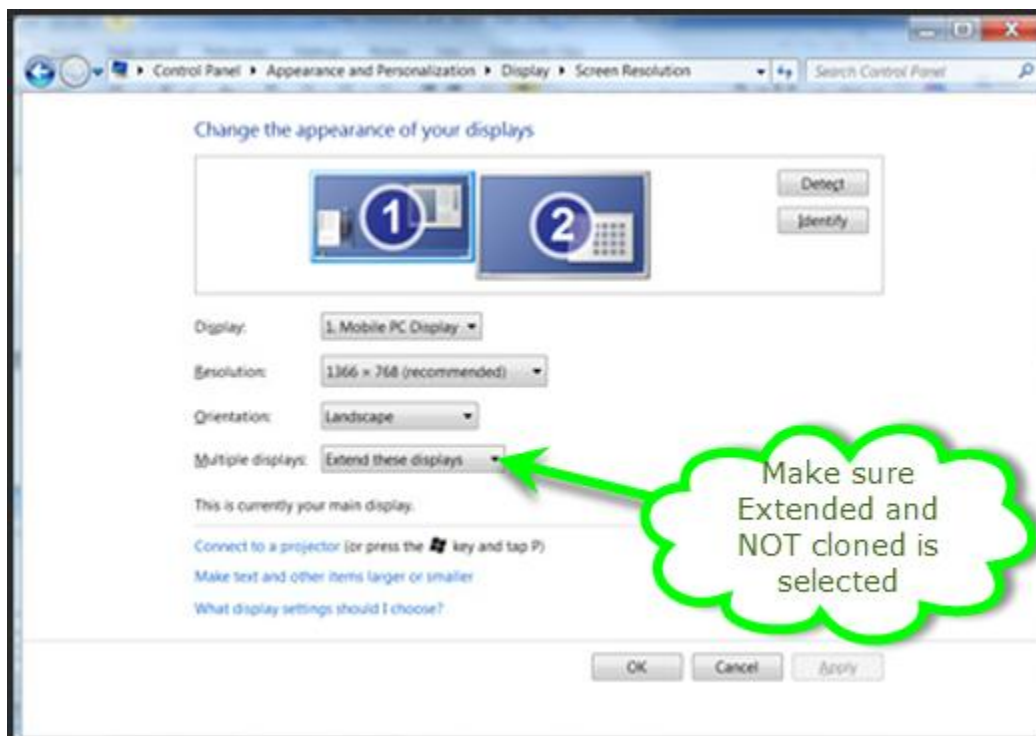
- 1) Close QStart if it is currently running
- 2) Right-click the desktop
- 3) Select "Properties"
- 4) Once the new box presents itself, click "Settings"
- 5) Make sure it is set to "Extend my Windows Desktop onto this monitor". (see attached screenshot "WinDisplayPropsMultipleMonitors.png")
- 6) *If you don't see a #1 and #2 screens as pictured in the screenshot your computer is not picking up the external monitor. Make sure the external monitor is set to VGA input (*If the monitor allows multiple inputs, i.e. composite input) and that cables are securely plugged in on both ends.
- 7) Click "Apply"
- 8) Click "Ok"
- 9) Check to see if the screen is now showing up on the other monitor- if so you have succeeded!



II. I'm not seeing any output on my second monitor.

In order to output correctly to two monitors you will need to enable multiple displays.

- 1) Close QStart if it currently running
- 2) Right-click on the desktop
- 3) Select "Screen Resolution"
- 4) Make sure the #1 and #2 monitors are coming up.
- 5) Click the drop-down down arrow next to "Multiple displays" and select "Extend these displays". (see attached screenshot "Windows7 extended desktop.jpg").
*If you don't see a #1 and #2 screens as pictured in the screenshot your computer is not picking up the external monitor. Make sure the external monitor is set to VGA input (*If the monitor allows multiple inputs, i.e. composite input) and that cables are securely plugged in on both ends.
- 6) Click "Apply"
- 7) Click "Ok"
- 8) Check to see if the screen is now showing up on the other monitor- if so you have succeeded!



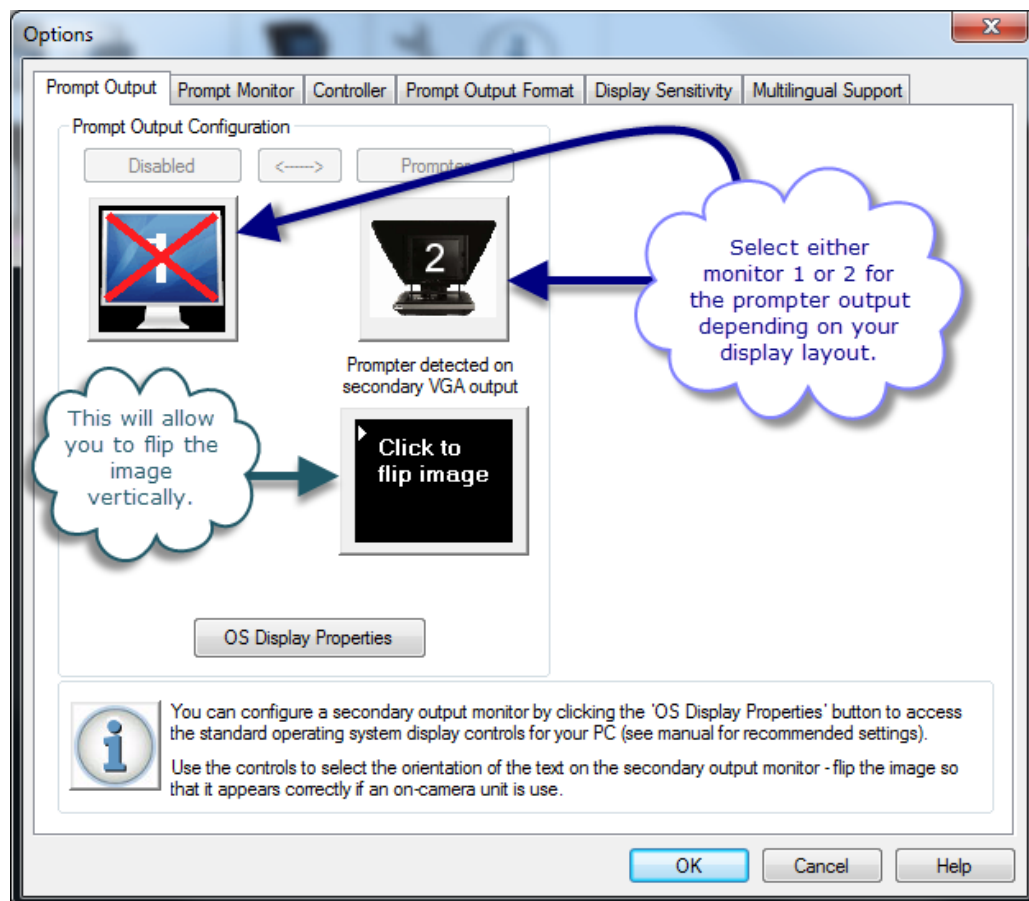
III. How do I set the prompt output if it is not going to the right monitor or not showing at all after I have enabled multiple displays?

What if the display is upside down?

- 1) If you are currently prompting, press "Escape" (ESC) on your keyboard. If not proceed to step two.
- 2) Click on the wrench icon to enter options.



- 3) Refer to the image below for a visual representation of all possible configurations.



- 4) Click "Ok"
- 5) Start prompting again and any changes you made will now take effect. You may want to experiment to determine what works best for you.

IV. I'm using Windows XP; my prompt output is sluggish and jerky. Is there anything I can do to increase performance and reduce lag?

There are two approaches to consider when optimizing QStart on less capable hardware. The first involves adjusting the display sensitivity slider under QStart's options.

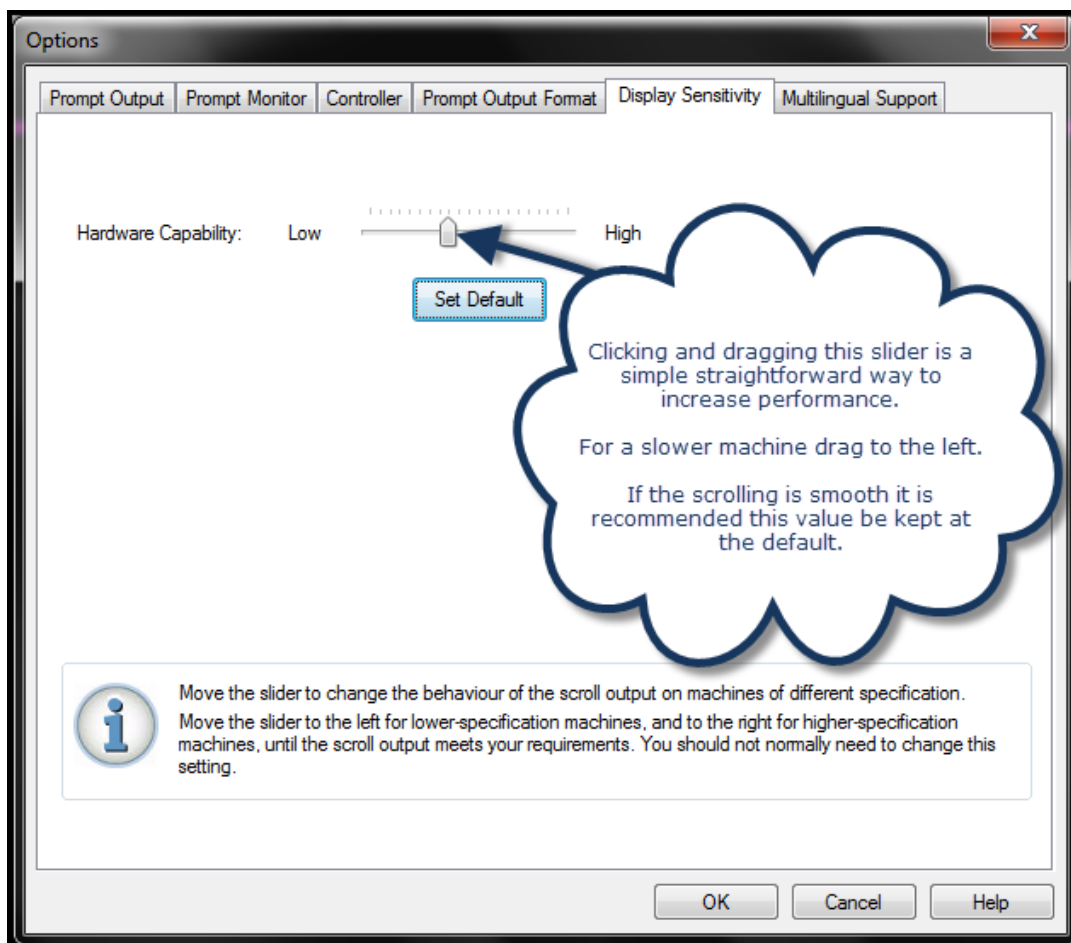
The second method involves reducing the resolution and number of colors under Window's display settings.

Method 1: Adjusting the display sensitivity.

- 1) If you are currently prompting, press "Escape" (ESC) on your keyboard. If not proceed to step two.
- 2) Click on the wrench icon to enter options.

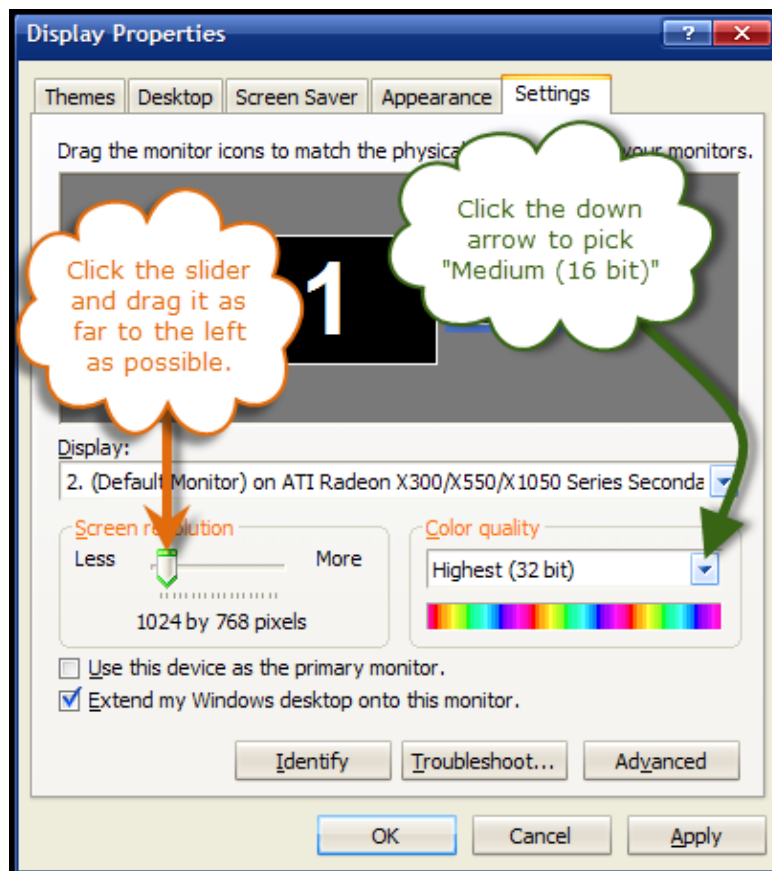


- 3) Click on the tab under that box that says "Display Sensitivity".
- 4) Click and hold in order to move the slider to the left. Then press OK and prompt.



Method 2: Adjusting display settings

- 1) Right-click on the desktop
- 2) Select "Properties"
- 3) Once the new box presents itself, click "Settings"
- 4) Once you have the display settings window up, adjust the resolution down to 800x600 by moving the slider as far to the left as possible.
- 5) Click "Apply"
- 6) Click the down arrow under "Color Quality" and change the setting to "Medium (16 bit)"
- 7) Click "Apply"
- 8) Click "OK"
- 9) You have now optimized your display settings as much as possible for the ability of your machine! If performance is still unacceptable consider upgrading to a more powerful computer that can handle dual-monitors effectively for prompting.
 - a. You can also contact our sales team for an upgrade to QPro if the output on just one monitor is smooth while the other isn't. QPro will allow you to run in a copy-cat mode where the same screen appears on both and because of this your computer will no longer have to do double the work (this is not offered in QStart because it requires a broadcast standard monitor that features a hard-flip switch to flip the display).



V. I'm using Windows 7; my prompt output is sluggish and jerky. Is there anything I can do to increase performance and reduce lag?

There are two approaches to consider when optimizing QStart on less capable hardware. The first involves adjusting the display sensitivity slider under QStart's options.

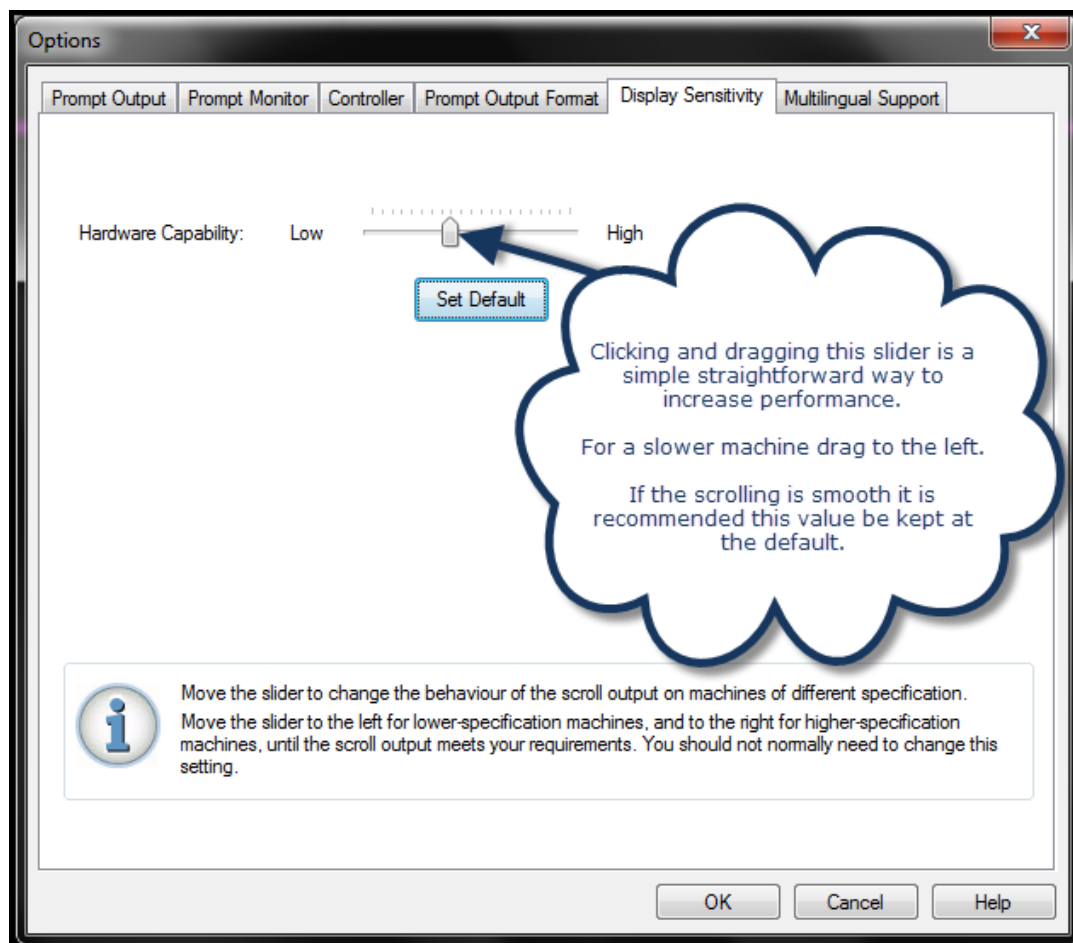
The second method involves reducing the resolution and number of colors under Window's display settings.

Method 1: Adjusting the display sensitivity.

- 1) If you are currently prompting, press "Escape" (ESC) on your keyboard. If not proceed to step two.
- 2) Click on the wrench icon to enter options.

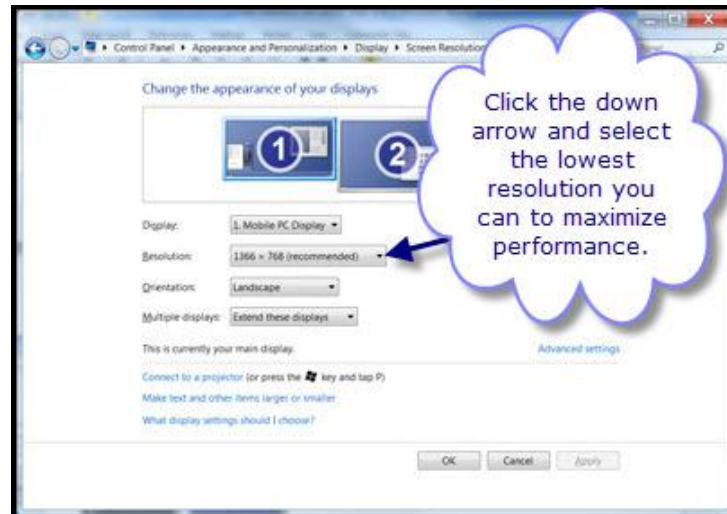


- 3) Click on the tab under that box that says "Display Sensitivity".
- 4) Click and hold in order to move the slider to the left. Then press OK and prompt.

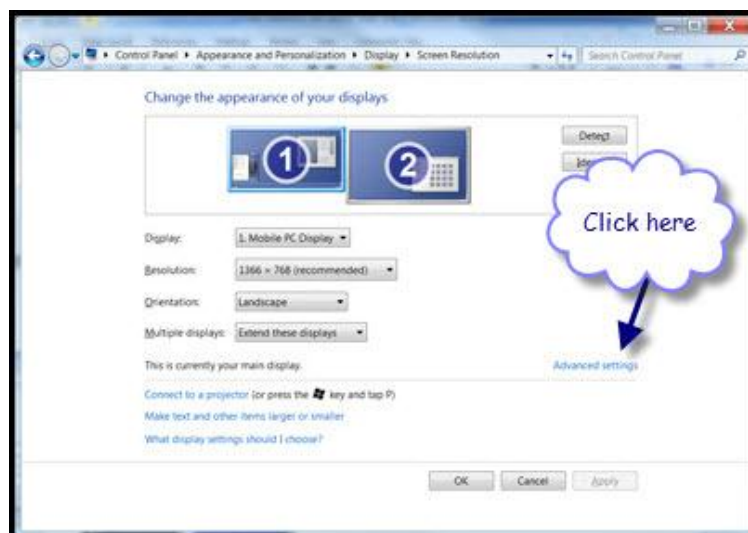


Method 2: Adjusting display settings

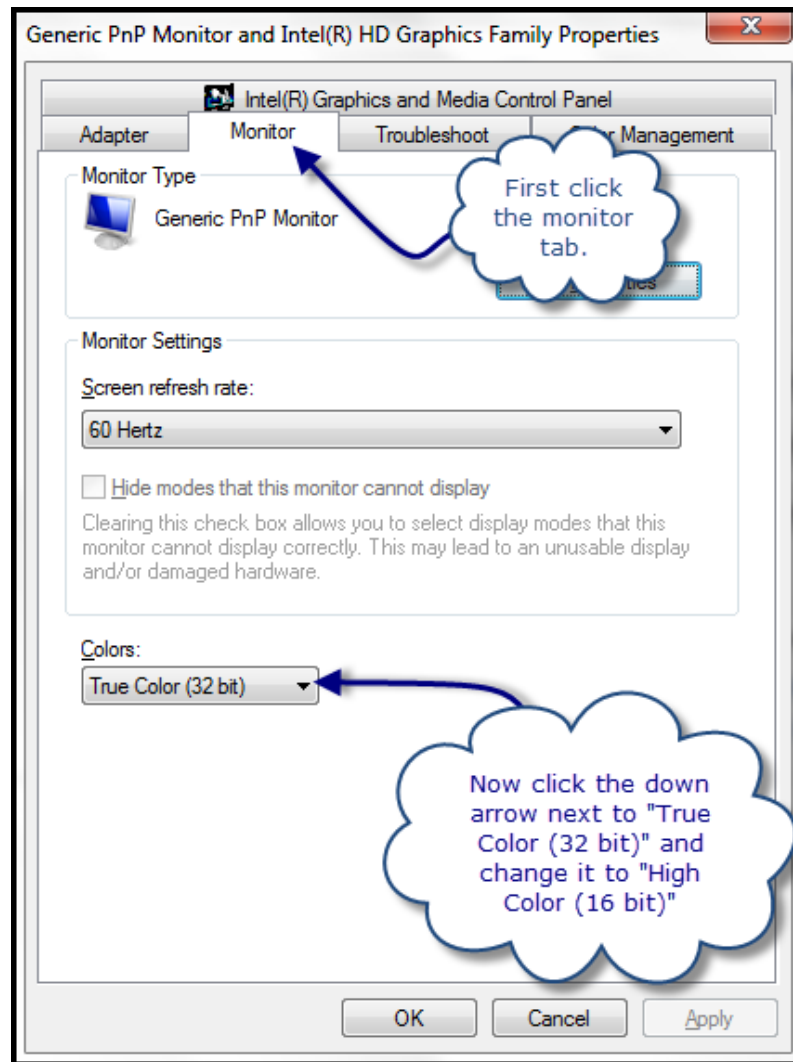
- 1) Right-click on the desktop
- 2) Select "Screen Resolution"
- 3) Click the down arrow on the same row as "Resolution" and select the lowest (bottommost) resolution you can.



- 4) Now let's click "Advanced settings"



- 5) Click the tab under that box labeled "Monitor"
- 6) Underneath "Colors" you will see a drop down that selection that you can click.
- 7) Click the down arrow and make sure "High Color (16 bit)" is selected.
- 8) Click "Apply"
- 9) Click "Ok"



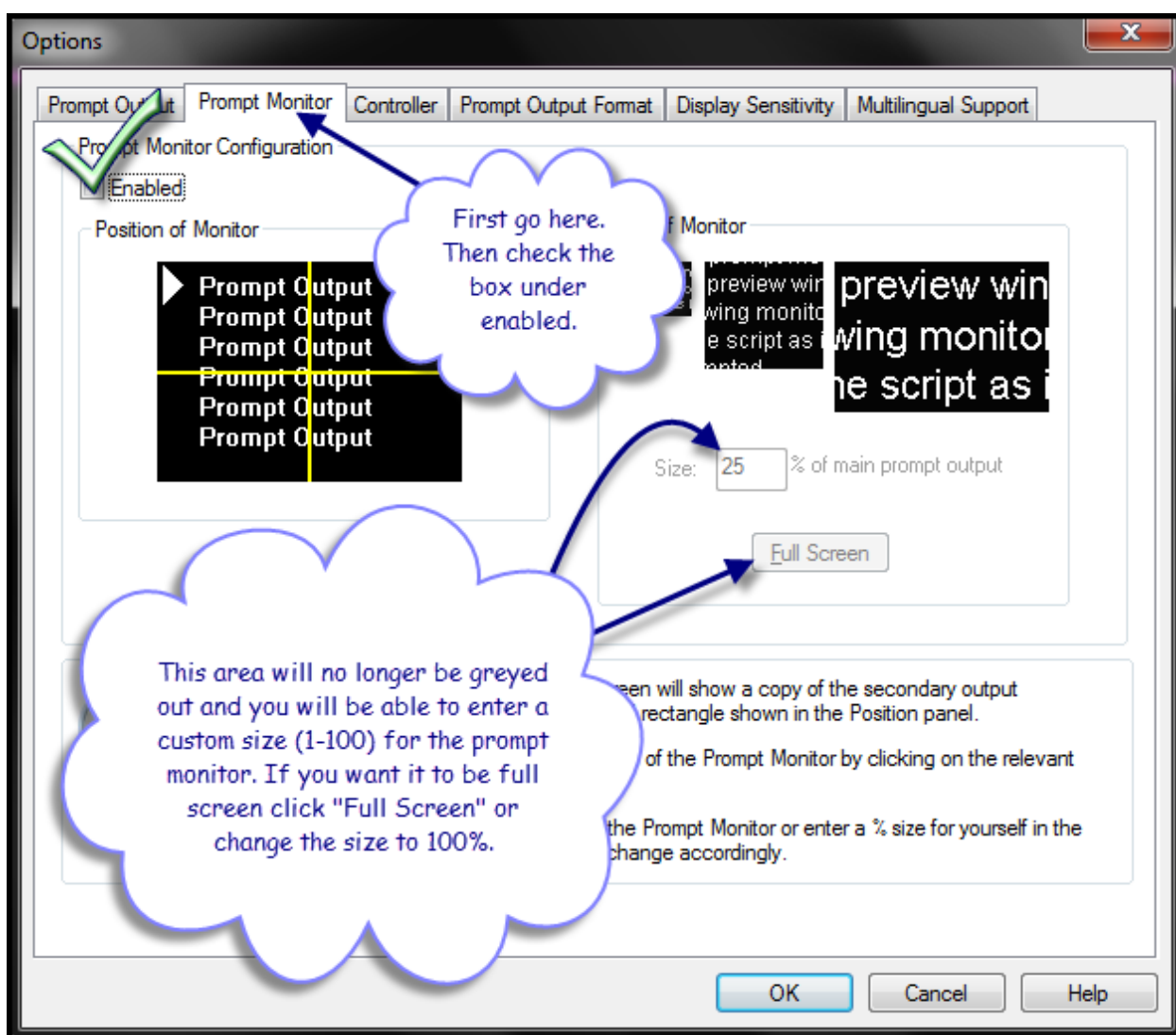
- 10) You have now optimized your display settings as much as possible for the ability of your machine. If performance is still unacceptable consider upgrading to a more powerful computer that can handle dual-monitors effectively for prompting.
- You can also contact our sales team for an upgrade to QPro if the output on just one monitor is smooth while the other isn't. QPro will allow you to run in a copy-cat mode where the same screen appears on both and because of this your computer will no longer have to do double the work (this is not offered in QStart because it requires a broadcast standard monitor that features a hard-flip switch to flip the display).

VI. I want to see the prompt output on both screens. How do I do this?

- 1) If you are currently prompting, press "Escape" (ESC) on your keyboard. If not proceed to step two.
- 2) Click on the wrench icon to enter options.



- 3) Click on the tab under that box that says "Prompt Monitor".
- 4) Click the box so that the prompt monitor is enabled.
- 5) Enter in a custom size with valid sizes of 1-100 (1% will be too tiny to see so it is recommended to go to at least 20%). If you want it to take up the whole screen enter in the value "100" or click "Full Screen".

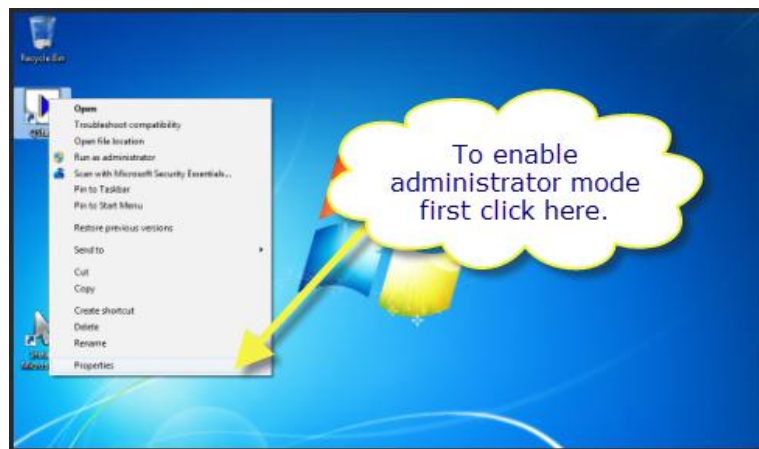


VII. When I run QStart I get the error:

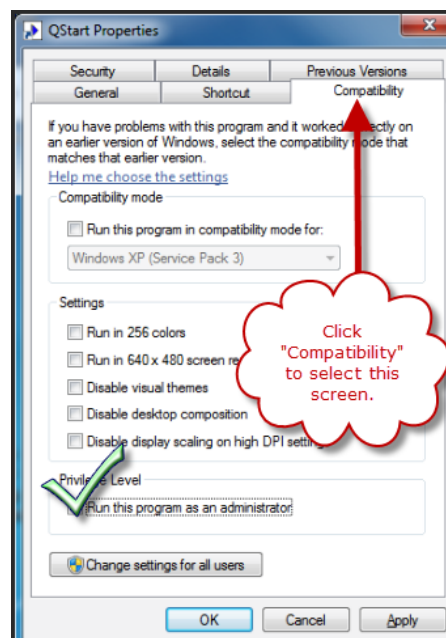
*“An unexpected I/O has been detected and handled.
The problem appears to be Error: OLE Control cannot
be registered – module
C:\QStart\Programs\ACtrlsU.ocx” is missing or
invalid”?*

After the error QStart won't run. How do I fix this?

- 1) If you receive this error you will need to ensure you are running QStart from an administrative account and that QStart is set to run as an administrator.
- 2) To enable running QStart as an administrator right-click on the QStart icon on your desktop.
- 3) Select “Properties”



- 4) Select “Compatibility”
- 5) Check the box next to “Run this program as an administrator”



VIII. I recently purchased QStart. After installation when I run it says it is an evaluation copy and will not let me prompt for longer than fifteen seconds. What's wrong?

QStart will run in evaluation mode if the dongle is not installed correctly. Make sure the dongle (looks like a USB flash/thumb drive) is plugged into the computer.

If the dongle is plugged in and QStart is still stuck in evaluation mode then try plugging the dongle into a different USB port located elsewhere on the machine as pictured below.

If you are still unsuccessful please email us at softwaresupport@autocue.com and we will be glad to walk you through reinstalling the driver to alleviate this issue.

