

CueScript Installer Download

Complete the following steps to download the CueScript software installer from Ross Video:

1. On your prompter computer, use a web browser to connect to the Ross Video FTP site at the following address:

```
ftp://ftp.rossvideo.com
```

An **Authentication** dialog box opens.

2. Enter the following credentials in the **Authentication** dialog box:

- **Username** — inception
- **Password** — inception

The web browser displays the available folders on the Ross Video FTP site.

3. Click the **Utilities** folder.

The **Utilities** folder opens and displays the available folders.

4. In the **Utilities** folder, click **CueScript**.

The **CueScript** folder opens and displays the CueScript software installer file.

5. Download the **CueScript** installer to your prompter computer.

6. Run the **CueScript** installer to install the CueScript software and User Guide on your prompter computer.

To access the CueScript User guide while working in CueScript, click the ? button in the upper right corner of the main CueScript window.

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: +1-613-686-1557

Toll free within North America: +1 833-859-0499

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.

International toll free: +800 3540 3545

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: use the link <https://support.rossvideo.com/> to open a support request.

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