

Title	3rd Party Product FAQ - CueScript
Audience	Tech Support, Demo Artists, Commissioning, Purchasing

Products covered in this version of the document

CSMPXL CueSoft On Camera Teleprompter Mount
CSEMCP17M 17in EMC ON-CAMERA PROMPTER, MED HOOD
CSBW4, 4 x CS Counter Balance Weights with rack
CSRHS - Hood Support for Robotic Systems
CSRPAW, 7 lb weight with Robotic Pan Arm Receptacle
CSP19M 19in CS On-Camera Prompter Sys with Hood
CSTM19 19in CS On-Air Talent Monitor
CSMPL - CS Mount Purple plate
CueiT News, Newsroom CueiT Prompting software
CSFSC Foot Scroll Control
CSSC Desktop Scroll Control
CSMPRS 3in MT-Purple Riser Plate with X Frames

1. Support Instructions

For issues with the units themselves, this is a support issue for CueScript. The support number for CueScript is 203.763.4030.

Ross personnel will be doing the initial installation and commissioning of the CueScript products at the customer site, after which, support is from CueScript.

2. Warranty Instructions

For warranty issues with the mounts themselves, this is an issue for CueScript. The custom should contact CueScript. CueScript products have a three year warranty.

Encourage the customer to register the product for warranty purposes with CueScript.

3. Documentation

Documentation for the products has been placed in SpringCM, under Ross Video / Sales & Marketing / Manuals / Third Party Products / CueScript

4. Ordering Instructions

We are not maintaining stock on any of the mounts, they are ordered on a per shipment basis. CueScript will ship to Iroquois, then we will reship as part of the customer order. Standard orders to ship within 2 to 4 weeks.

- Large orders 7 to 24 systems to ship within 6 to 8 weeks.
- 25 or more 10 weeks



3rd Party Product FAQ

5. Tax & Customs Info

Country of manufacturing: USA

Ordering information, also in Agile

Name:

CueScript

Address:

1525 Kings Highway East

Fairfield, CT

06824, USA

Phone:

p:203.763.4030

f:203.987.3798

URL:

<http://www.cuescript.tv>

Contact:

Meghan Tyler

Email:

m.tyler@cuescript.tv

Revision History

2015-05-07, Steve Bland, ver 0.1, initial draft

2015-10-01, Steve Bland, ver 0.2, updates