Tria Express Production Server • Software Release Notes

Welcome to the Tria Express V9.2.0 Software Release Notes. Please read this document to find important information on areas of Tria Express that may not be covered in the Getting Started Guide or the User Help system.

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ROSS

VERSION HISTORY

VERSION 9.2.0 – NOVEMBER 2023

NEW FEATURES • (TRIA EXPRESS PRODUCTION VIDEO SERVERS)

1. **Tria Config App: Change Default Image upon "Unload Video Channel"**
Prior to V9.2 Software, whenever a video channel transport was "Unloaded" that channel would be automatically loaded with "Internal Color Bars".

   A new feature has been added to the **Tria Config** app on the **Channels** tab to allow the User to change the image that gets loaded upon a Channel Unload operation. The choices are:
   - Color Bars (Default)
   - Black
   - Stored Still/Clip from Clip Library

   NOTE: The "Stored Still or Clip" selection will present **all** .clip files stored in the Clip Library, including clips that are in video standards *different* from the video standard the video server is currently operating in. If a still or clip is chosen that's in a *different* video standard, then when the Unload command is executed the "Color Bars" will be loaded instead (*because it's impossible to load a .clip file that's in another video standard*).

2. **Tria Config App: RossTalk Protocol • Change Port Number**
In the **Tria Config** app on the **RS422** tab, a new feature has been added to allow the "RossTalk port number" to be changed. The default port number is 7788.

   The RossTalk port number can now be changed to a new port number ranging from 7788 to 7798 to help avoid duplicate RossTalk port numbers with other devices on the same Ethernet network.

3. **Tria Remote Control: Added RossTalk Receive Command: Load Playlist**
A new RossTalk Receive command has been added to load Playlist media content into specific video player channel(s), with the following syntax:

LOAD_PLAYLIST *(pvw-channel:)pgm-channel:playlistname*	Load playlist in specific *channel* or *channels* (*see: "Examples of Load Playlist Command" below*)

   Examples of Load Playlist Command

   LOAD_PLAYLIST B:A:Sports_Show
   Loads playlist titled "**Sports_Show**" into **ChA** as PGM Player and with **ChB** as PVW Player. The **first** playlist item is loaded into **ChA**, while the **second** playlist item is loaded into **ChB**.

   LOAD_PLAYLIST D:Good Morning Show
   Loads playlist titled "**Good Morning Show**" into **ChD** as PGM Player; first item is loaded into **ChD**.

4. **Tria Remote Control: Added RossTalk Receive Command: Loop Playlist**
   A new RossTalk Receive command has been added to loop all Playlist content in a specific video player channel, with the following syntax:

LOOP_PLAYLIST *channel:mode*	Enable Loop Playlist (*see: "Examples of Loop Playlist Command" below*)

Examples of Loop Playlist Command

These commands can be issued *during* playlist playout.

LOOP_PLAYLIST A:loop

Enables "**loop**" command for playlist currently loaded in **ChA**.

LOOP_PLAYLIST A:off

Disables "**loop**" command for playlist currently loaded in **ChA**.

5. **Tria Remote Control: RossTalk Receive Commands: 'forward slash' to indicate 'Folder'**
   While using RossTalk Receive commands that can include 'folders' and 'subfolders' in the video server's Clip Library, the 'forward slash' character (/) is now allowed, in addition to the 'back slash' character (\ ), as has always been the case.

   Example:

   (H:\Video) SPORTS\HOCKEY\Finals or **(H:\Video) SPORTS\\HOCKEY\\Finals**

   Can now be simply:

   (H:\Video) SPORTS/HOCKEY/Finals

   RossTalk Receive Commands affected by this change:

CUE *channel:clipname*	Load *clipname* on *channel*
CUE *channel:clipname:position*	Load *clipname* on *channel* and seek to *position*
PLAY *channel:clipname*	Load *clipname* and start playing
PLAY *channel:clipname:position*	Load *clipname* and start playing from *position*
LOAD_PLAYLIST *(pvw-channel:)pgm-channel:playlistname*	Load *playlist* in specific *channel* or *channels*

6. **Tria Remote Control: Added RossTalk Receive Command: TAKE**
   A new RossTalk Receive command has been added to transition ("take") media content within specific video player channel, with the following syntax:

TAKE *channel*	Take (transition) clip content in *channel* (*see: "Examples of TAKE Command" below*)

Examples of TAKE Command

TAKE A

With the Tria Explorer app configured with two PGM Players while a Playlist is "ON-AIR" in the channel pair (ChA=PGM / ChB=PVW): Swaps PVW content of the Playlist from ChB into PGM ChA, and advances the Playlist forward by one item.

TAKE C

With the Tria Explorer app configured with two PGM Players while a Playlist is "ON-AIR" in the channel pair (ChC=PGM / ChD=PVW): Swaps PVW content of the Playlist from ChD into PGM ChC, and advances the Playlist forward by one item.

7. **Tria Remote Control: Added RossTalk Receive Command: UP_ONE_ITEM**

A new RossTalk Receive command has been added to move an active Playlist's "current item highlighting cursor" UP by one item in the Playlist, with the following syntax:

UP_ONE_ITEM *channel*	Move Playlist "current item highlighting cursor" for playlist active in *channel* UP by one item (*see: "Example of UP_ONE_ITEM Command" below*)

Examples of UP_ONE_ITEM Command

UP_ONE_ITEM B

While Playlist is loaded in ChB as (PVW) with ChA as (PGM): moves the "current item highlighting cursor" UP by one item within the playlist that's currently active in ChB.

8. **Tria Remote Control: Added RossTalk Receive Command: DOWN_ONE_ITEM**

A new RossTalk Receive command has been added to move an active Playlist's "current item highlighting cursor" DOWN by one item in the Playlist, with the following syntax:

DOWN_ONE_ITEM *channel*	Move Playlist "current item highlighting cursor" for playlist active in *channel* DOWN by one item (*see: "Example of DOWN_ONE_ITEM Command" below*)

Examples of DOWN_ONE_ITEM Command

DOWN_ONE_ITEM B

While Playlist is loaded in ChB as (PVW) with ChA as (PGM): moves the "current item highlighting cursor" DOWN by one item within the playlist that's currently active in ChB.

9. **Tria Remote Control: Added RossTalk Receive Command: RECUE_TO_FIRST_ITEM**

A new RossTalk Receive command has been added to move an active Playlist's "current item highlighting cursor" to FIRST item in the Playlist, with the following syntax:

RECUE_TO_FIRST_ITEM *channel*	Move Playlist "current item highlighting cursor" for playlist active in *channel* to FIRST item (*see: "Example of RECUE_TO_FIRST_ITEM Command" below*)

Examples of RECUE_TO_FIRST_ITEM Command

RECUE_TO_FIRST_ITEM B

While Playlist is loaded in ChB as (PVW) with ChA as (PGM): moves the "current item highlighting cursor" to FIRST item within the playlist that's currently active in ChB.

If you want the newly highlighted playlist item to transition into the PGM player, you'll need to follow this RECUE command with a TAKE command.

10. **Tria Remote Control: Added RossTalk Receive Command: EJECT_PLAYLIST**
A new RossTalk Receive command has been added to unload (EJECT) a Playlist that's currently loaded in the specified video channel, with the following syntax:

EJECT_PLAYLIST *channel*	Unloads (Ejects) Playlist that's currently loaded in *channel* (*see: "Example of EJECT_PLAYLIST Command" below*)

Examples of EJECT_PLAYLIST Command

EJECT_PLAYLIST A

While Playlist is loaded in ChB as (PVW) with ChA as (PGM): halts playout of the active Playlist but keeps the currently playing item in ChA (PGM) playing out.

To completely clear the Playlist from all playout channels, follow with another command:

EJECT_PLAYLIST A

— or —

EJECT A

BUGS FIXED • (TRIA EXPRESS PRODUCTION VIDEO SERVERS)

1. **File Import: Photoshop (PSD) media file support**
Fixed bug that prevented Photoshop files (.PSD) from being imported. These files now import.

2. **Tria Explorer App: "Clip Trim" functions broken in "Clip Modify" dialog window**
When using the "Clip Modify" dialog window with the "Trim" tab selected (*shown below*), the "Trim In" and "Trim Out" functions did not operate correctly, while the associated QWERTY keyboard shortcuts did operate correctly. These bugs are now fixed.
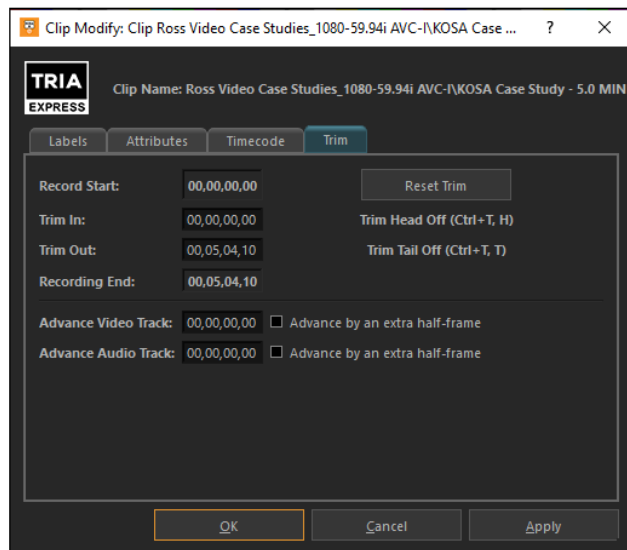
3. **Tria Explorer App: Using "GoTo/Seek to Timecode" function with imported clips, seeks to wrong timecode**
This bug is now fixed.

In the Tria Explorer app, Users can easily seek to a desired timecode point within the currently loaded clip while a clip is loaded in a given video channel transport:

   a) Double-Click the "Count Up" timecode (the "lower" green timecode number); this changes that timecode display into a "Timecode Entry Field".

   b) Type value of the desired timecode into numeric keypad on QWERTY.

   c) Tap ENTER on QWERTY to "seek" or "goto" the defined timecode within the currently loaded clip.

This works fine if the clip loaded in the channel was recorded via HD-SDI video input.

This procedure does NOT work if the clip loaded in the channel transport was imported via the File Import app. The procedure will "seek" to an incorrect timecode value.

And if the imported clip is parked on the first frame this "seek" operation does NOTHING.

This bug is now fixed.

4. **Tria Explorer App: Unable to create Child Clips from previously used Clip Name**
When a clip is created with a given Clip Name, you're able to create Child Clips from that Parent Clip.

However, when these Parent and Child Clips are all deleted, and then a newer Parent Clip is recorded with the *exact same* Clip Name as the old Parent Clip that was deleted earlier, then it is impossible to create Child Clips from this newer Parent Clip.

This bug is now fixed.

5. **Tria Explorer App: Rare Crash**
Fixed app crash that was quite rare but happened most often while playing out Playlists of Stills.

6. **Tria Explorer App: Audio Meter Scaling Changes**
Audio Meters level scaling was adjusted to correct a 12dB offset with respect standard audio reference scaling.

VERSION 9.1.0 – (SKIPPED)

This version number was skipped.

VERSION 9.0.2 – AUGUST 2023

NEW FEATURES • (TRIA & TRIA+ PRODUCTION VIDEO SERVERS)

No New Features

BUGS FIXED • (TRIA & TRIA+ PRODUCTION VIDEO SERVERS)

1. **AMP Protocol: "Get Clip List" Command Broken**
   The AMP protocol command "Get Clip List" returned only one clip from the Clip Library, no matter how many clips are stored. This bug is now fixed.

2. **All Remote-Control Protocols**: Improved command latency of video servers running in video standards below 30Hz.

3. **Tria Explorer App: Very Rare App Crash**
   When running a Playlist with a series of stills in a loop for several hours non-stop, the Tria Explorer App would eventually crash. This bug is now fixed.

4. **File Import App: Video not Centered upon file import**
   When importing media files with a video aspect ratio that's different from the current operating video standard, the media file's video would not be 'centered' in the raster. This bug is now fixed, and the video is now centered in the raster.

5. **File Import App: Photoshop media files (.psd) do not import**
   When a still media file with the .psd file extension was imported, an error message resulted, and the file was not imported. This bug is now fixed.

6. **File Import App: Black frame added to end of clip**
   For media files created with certain video codecs, upon import of these media files an extra frame of black was added to the end of the clip. This bug is now fixed.

VERSION 9.0.1 – (SKIPPED)

This version number was skipped.

VERSION 9.0.2 – AUGUST 2023

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

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VERSION 9.0.1 – APRIL 2023

NEW FEATURES • (TRIA EXPRESS PRODUCTION VIDEO SERVER)

1. **Software Licensing Feature**
Added new feature that "keys" a new software license for the "Tria Software Suite" to the Tria Express motherboard serial number.

Learn more about the purpose behind this new software license.

2. **Support clips longer than 24 hours**
Increased maximum duration of SDI input recordings to go beyond 24-Hours and up to currently available media storage open space.

3. **Audio Level Metering Displays in Tria Explorer MultiViewer**
Features of the new Audio Metering Displays:

a) **Tria Explorer app**: The new Audio Metering Displays can be superimposed over the active video image within the video panes independently for each video channel, but only within the MultiViewer display (when VIEWER is active).

- **Position** & **Opacity** of each Audio Meter Display can be set to one of six locations within each video pane through the "**Audio Meters**" tab in the **General Configuration** dialog window:
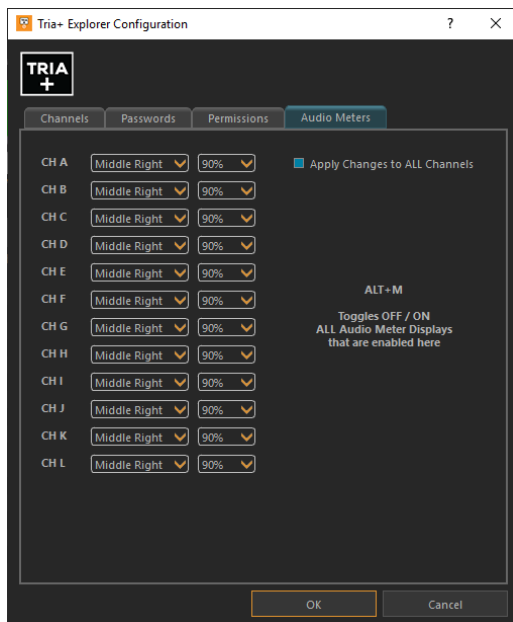
b) The "**ALT**+**M**" keyboard shortcut can be used at any time to toggle ON or OFF **all** the Audio Meter Displays in the **Tria Explorer** app.

c) The number of audio tracks displayed in the Audio Metering Displays is dictated by:

- How many audio tracks exist in the clip currently loaded in the given video channel (during PLAY operations)

- How many audio tracks exist in the clip currently recording in the given video channel (during LIVE EE and RECORD operations)

BUGS FIXED • (TRIA EXPRESS PRODUCTION VIDEO SERVER)

1. **Tria Explorer App: Keywords Column in Clip Library**

   Fixed issue in which "Keywords" column could not be made visible in Library view.

   Keywords are now also searched with a Clip Library search operation.

2. **Tria File Import App: Importing MXF media files with VANC data Corrupts Video (Tria Express with AVC-Intra Hardware Only)**

   Fixed an issue in which importing AVC-Intra MXF media files containing VANC data (such as Closed-Caption data) would sometimes corrupt video—resulting in "tearing" in the video image during playback.

3. **Tria File Import App: MXF media files with VANC data Truncated after 5 Minutes (Tria Express with AVC-Intra Hardware Only)**

   Fixed an issue in which importing AVC-Intra MXF media files containing VANC Closed-Caption data would have the Closed-Caption data truncated after 5-Minutes into the clip playback.

4. **Tria Explorer App: Added Window Title of Undocked MultiViewer**

Now displays "Tria MultiViewer" in Windows title bar.

5. **Security Fix: Ethernet Port 8080 no longer has Remote Access**

Fixed issue to restrict remote access to Ethernet port 8080.

VERSION 9.0.0 (SKIPPED)

This version number was skipped.

VERSION 8.3.2 – JANUARY 2023

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **AMP Protocol: Clip Library Listing caused system crash in "certain cases"**
   Fixed an issue in which clips that are named in certain ways would result in a Tria system crash when the "Get Clip List" command was issued from AMP remote controllers.

VERSION 8.3.1 – AUGUST 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Tria Explorer app: Unable to re-arrange items in Playlist while Playlist Editor is active**

   Fixed Bug: Applies to the Playlist Editor in the Tria Explorer application; items could not be rearranged with drag-and-drop operation.

VERSION 8.3.0 – JUNE 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **Tria Explorer app: Search now 'Auto-Expands' Folder(s) with matching clips/playlists/sub-folders**

   When searching for text in Tria Explorer, the Clip Library now automatically expands any folder containing matching clips, playlists, and sub-folders.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **System: Corrupted audio output while operating in video standards with 29.97Hz frame rate**

   Fixed issue of corrupted audio playback in the embedded and AES audio outputs while operating the video server in a video standard with the 29.97Hz frame rate.

2. **System: Audio-Video timing error while operating in video standards with frame rates below 30Hz**

   Fixed issue of audio-video timing error during clip playback while operating the video server in a video standard with the frame rates below 30Hz.

3. **System: Clips created in Video Standards with frame rates below 30Hz would display incorrect timecode**

   This bug is now fixed.

4. **System: Functional hang-up after deleting .clip files via Tria Explorer app and via remote control interfaces.**

   In rare cases under very particular conditions, deleting a .clip file via the Tria Explorer app or from remote control interfaces would then cause the controlling app to "functionally hang"; the only remedy was to quit and re-start the controlling app. This bug is now fixed.

5. **Tria Explorer app: Export of .clip Files stored on Drive Volumes other than "H:\Video"**

   Fixed issue where the Tria Explorer application would not export content from ".clip" files stored on drive volumes other than "H:\".

6. **Tria Explorer app: Playlists containing "missing items" now skips those items**

   When a Playlist contains "missing items" (items in which the underlying clip files were either re-named, deleted, or moved to another folder), the Playlist playout would halt on the missing item(s). This bug is now fixed.

7. **Tria Import app: Failure to 'close' MXF media file after import during "native" codec import**

   This bug would leave the source MXF media files "open" from the file system point of view, preventing other applications from moving, deleting, re-naming, or otherwise altering the source media files after they were imported. This bug is now fixed.

VERSION 8.2.4 – JUNE 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **System: Windows Security Patch**
   Added work-around security patch for [Microsoft Windows CVE-2022-30190](#).

ROSS

VERSION 8.2.3 – (SKIPPED)

This version number was skipped.

VERSION 8.2.2 – FEBRUARY 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **System: New Video Standard Frame Rates
   (Tria Express with AVC-Intra Hardware Only)**
   These new frame rates were added to the **1080p** video standard:

   1080p60 ("True 60p") | 1080p30 | 1080p29.97 | 1080p25 | 1080p24 | 1080p23.98

2. **System: Timecode Chase Input**
   Changed Timecode Chase feature to use 'stereo audio input' on computer motherboard instead of 'mono audio input' to allow Timecode Chase to work on legacy motherboards.

3. **System: "As Run Log" Report Generator app**
   Added this new feature to filter, display, and generate a PDF or CSV file of media clips that have been played in any video channel for up to the previous 90 days.

4. **System: RossTalk RECEIVE Commands**
   Added new feature to support RossTalk protocol "receive" commands via Ethernet to control video channels in the Tria production video server.

5. **System: VANC record and play in 720p & 1080p video standards
   (Tria Express with AVC-Intra Hardware Only)**
   Expanded the ability for record and playback of VANC data contained within the SDI video I/O pathways **in 720p and 1080p video standards**—so VANC data such as closed-captioning, HDR flags, etc. are preserved during base-band record and playback on the SDI video I/O pathways.

6. **Tria Import app: Updated MXF Media File Libraries to latest version**
   These updated MXF libraries improves handling of MXF media files during Import and Export operations when the MXF contains native video codec essence.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Tria Explorer app: "Create Child Clip" from non-existent angles in a multi-angle .clip file**
   Angles that were not present in the .clip file would be offered for creating a Child clip. These angles are now dimmed and un-selectable in the pop-up menu that appears when you right-click on this .clip file and select > "Create child clip from angle".

2. **System: Erroneous Error Messages about assigning RS422 to a Video Channel**
   Fixed an issue in which erroneous error messages would appear asking the User to assign an RS422 port to a video channel.

3. **Tria Import app: Media Files Imported with "Frame of Black" at Start or End of .clip file**
   Fixed an issue with the Media File Import app (using FFmpeg libraries) when importing certain

content that caused a frame of Black to be included at either the start or end of the imported .clip file.

4. **Tria Import app: Media Files Imported with "Audio Glitches" in .clip file**
   Fixed an issue that caused "audio glitches" when importing media files containing audio with a 44.1kHz sample rate.

5. **Tria Import app: Media Files Imported with Incorrect Aspect Ratio**
   Fixed an issue with the Media File Import app (using FFmpeg libraries) when importing media files with an aspect ratio different from the currently active video standard. The File Import app now anchors video into upper-left corner, instead of resizing it.

6. **System: AMP Protocol – Root folder now called "Default" in command replies**
   Some external third-party applications require this exact name for the 'root folder' (a.k.a. "H:\Video" folder) in order to function properly.

7. **System: AMP Protocol – Received Command "No Reply"**
   Fixed an issue where received AMP protocol commands sometimes resulted in 'no reply' to the external controlling device.

8. **System: AMP Protocol – Record Cue Command when used with 'long' clip name**
   Fixed an issue where the AMP protocol RECORD_CUE command would fail when a 'long' clip name was specified with the command.

VERSION 7.1.16 THRU 8.2.1 – (SKIPPED)

These version number series were skipped.

VERSION 7.1.15 – MAY 2021

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **VANC record and play in 1080i video standards**
   (Tria Express with AVC-Intra Hardware Only)
   Added ability for record and playback of VANC data contained within the SDI video I/O pathways **in 1080i video standards**—so VANC data such as closed-captioning, HDR flags, etc. are preserved during base-band record and playback on the SDI video I/O pathways.

BUG FIXES • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes.

VERSION 7.1.14 – APRIL 2021

This version number was skipped.

VERSION 7.1.13 – NOVEMBER 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Video Server Products with AVC-Intra Video Hardware Initialization Error
(Tria Express with AVC-Intra Hardware Only)**
Fixed rare issue in which AVC-Intra video hardware that would *sometimes* not initialize at O/S restart and/or at power-on, resulting in 'no video channels'.

VERSION 7.1.12 – SEPTEMBER 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Media File Import App Compatibility Fixes**
Improved compatibility of certain media files codecs and wrappers during media file import transcoding while using the FFmpeg codec libraries.

VERSION 7.1.11 – AUGUST 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features. This release version number was for Mira replay systems.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes. This release version number was for Mira replay systems.

VERSION 7.1.10 – MARCH 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **New Motherboard**: The motherboard for the 2RU chassis video server products was migrated to a new model. This software version adds support for this new motherboard.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes.

VERSION 7.1.6 THROUGH VERSION 7.1.9

This version number was skipped.

VERSION 7.1.5 – NOVEMBER 2019

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Fix for new Xilinx part used on AVC-Intra video boards in Mira and Tria platforms (Tria Express with AVC-Intra Hardware Only)**
Xilinx changed something subtle in the newest fab of their chips, which in turn could sometimes cause 'green artifacts' on some SDI video outputs.

VERSION 7.1.4 – NOVEMBER 2019

This version number was skipped.

VERSION 7.1.3 – OCTOBER 2019

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Import of ANC data from MXF media files while operating in 59.94 frame-rate video standards (Tria Express with AVC-Intra Hardware Only)**
Corrected an issue when MXF media files were imported, ANC data present in the media file header were not imported.

KNOWN ISSUES

VERSION 9.0.1 – APRIL 2023

No known issues.

VERSION 9.0.0 (SKIPPED)

This version number was skipped.

VERSION 8.3.1 – AUGUST 2022

No known issues.

VERSION 8.3.0 – JUNE 2022

No known issues.

VERSION 8.2.4 – JUNE 2022

No known issues.

VERSION 8.2.2 – FEBRUARY 2022

1. **Missing Video Panes in DashBoard V9.5 and above**
   Video panes will not appear in a DashBoard panel running on the Tria video server itself. If the DashBoard app software version is V9.4 or below, the video panes operate properly.

VERSION 7.1.14 – APRIL 2021

1. **Embedded Timecode sometimes Missing**

   Embedded timecode of a clip may not appear within the SDI video output stream.
   (Issue resolved in V7.1.15 software release)

VERSION 7.1.3 THROUGH VERSION 7.1.13

No known issues.

GETTING HELP

- Ross Online Tria Express Help on the Web: Tria Express Online Help

- Ross Support on the Web: https://support.rossvideo.com/hc/en-us

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel...

    - **During business hours (Eastern Standard Time):**

    Ross Technical Support personnel are available by telephone:

        - **Technical Support: (+1) 613-652-4886**

        - **After Hours Emergency: (+1) 613-349-0006**

    - **After hours and on weekends:**

    Emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. Ross staff are available to react to any problem and to do whatever is necessary to ensure customer satisfaction.

    - **Serious issues needing urgent attention and tracking:**

    Please ensure you are given a ticket number and refer to this number in follow-up communications.