

CueVue Setup Guide

CueVue1



CueVue4





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1. CueVue Ports and Connections

1.1 Power:

1.1.1 DC Input:

Connector: DC Jack (5.5mm x 2.5mm) Center Pin Positive

DC Input: (9-18V DC, Typ. 12V DC)

Power consumption: CueVue1 Max. 9 Watts (Typ. 5.5 Watts), CueVue4 Max. 11 Watts (Typ. 7.5 Watts)

Power supply is supplied with CueVue.

1.1.2 PoE:

Connector: RJ-45, **PoE+ (IEEE 802.3at)** standard switch or injector can be used to power the CueVue Device.

Important: Do use any passive PoE power sources as this can damage the device.

1.2 Video Outputs:

1 x HDMI (1.4a) – 720p60Hz (CueVue1)

4 x HDMI (1.4a) – 720p60Hz (CueVue4)

1.3 Ethernet:

RJ-45 1000BASE-T (Gigabit Ethernet) – Network connection. Port is used for communication with computer running CueiT application.

1.4 USB A:

Allowing connection of USB keyboard to set up CueVue Network configuration via on-screen menu, USB Mass Storage Device for logging purposes or CueScript Scroll Controller (“HW-INF interface” – CueVue acts as gateway passing controller messages to CueiT instance).

1.5 USB C:

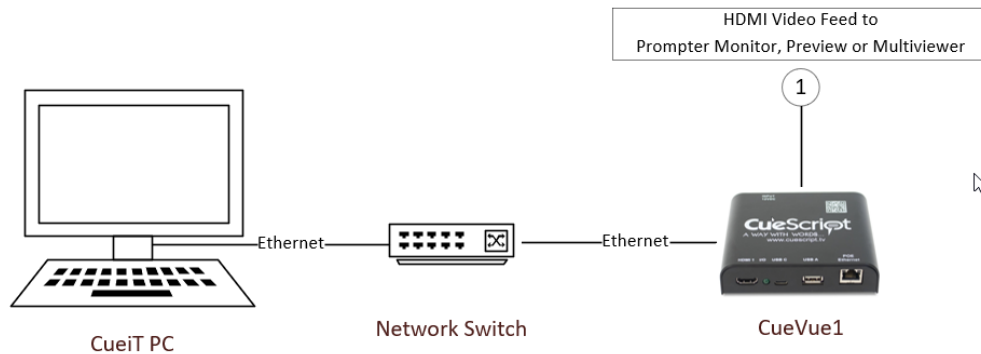
USB Connection to PC for prompting via Virtual Network Adapter (RNDIS). Use USB C to A or USB C to C cables.

2. Setup Diagram

2.1 Standard CueVue1 Setup:

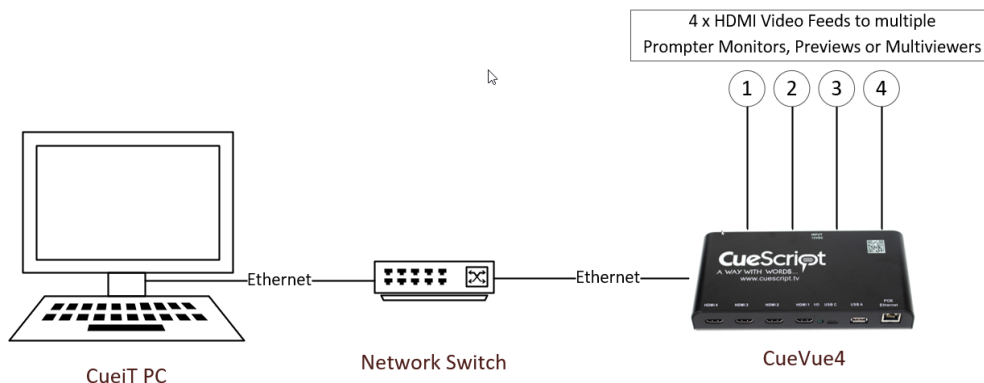
CueVue1 provides a smooth video prompter feed, enabling any non-IP monitor to function as a fully IP-enabled prompter using CueScript’s CueTALK workflow. Its HDMI output can connect directly to prompter monitor, operator preview monitor, or multiviewer.

Note: *CueVue1 does not carry any software license, thus CueiT instance needs to be licensed by other device (CueB, openCueB, CueVue4 or USB Dongle) to allow prompting via CueTALK.*



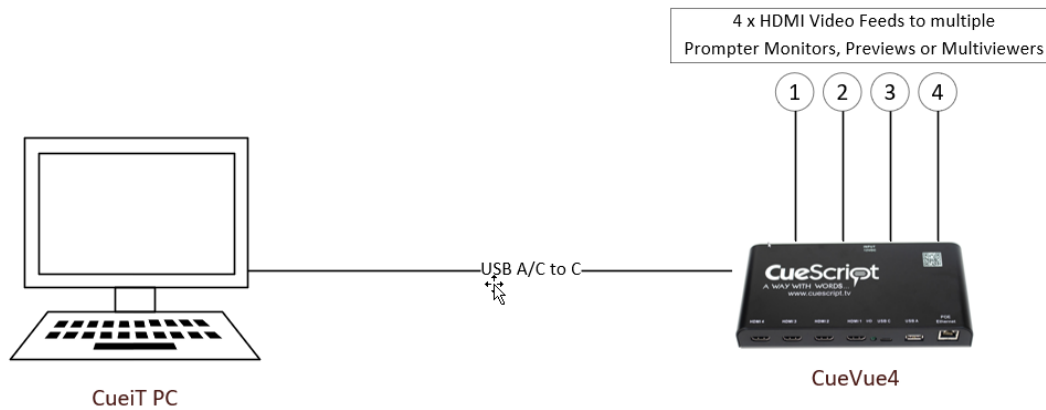
2.2 Standard CueVue4 Setup:

CueVue4 provides four HDMI smooth video prompter feeds, which can be distributed to multiple prompter devices such as Prompter Monitors, operator Preview Monitors or Multiviewers without a need of extra video splitter.



2.3 Remote Location CueVue4 with USB connection:

For an easy remote setup, the CueVue4 can connect directly to the CueiT PC via USB-C, using an automated Virtual Network Adapter over USB. This eliminates the need for a local network configuration, making it ideal for locations where a laptop is typically used.





3 CueVue Network Configuration

3.1 Ethernet NIC [eth0]

IP configuration is set to DHCP as default and CueVue should receive IP address configuration when connected to the network containing DHCP Server. If Static IP configuration is needed, please see “Setting a Static IP Address” section.

3.2 USB C “Virtual Network Adapter (RNDIS)” [usb0]

This interface is set to DHCP as default and cannot be reconfigured. When CueVue is connected to the PC via USB C to USB A/C connection, Windows or macOS should recognize it and install it as “USB Ethernet/RNDIS Gadget” device (If not, please refer to “CueB_USB_Driver_Installation.pdf” guide). IPs will be automatically configured as follows:

CueVue = 192.168.7.2/24

PC = 192.168.7.3/24

3.3 Network Behavior

Network Behavior has “Use Broadcast Messages” enabled as default. When this option is ON, CueVue sends network broadcast messages to the whole subnet hosts announcing its presence to all PC running CueiT and should be automatically added to “Propter Devices” list.

For scenarios where CueVue and PC are in different subnets or network broadcast messages are blocked, user can disable “Use Broadcast Messages” option and specify up to 5 IP addresses of PCs running CueiT to which CueVue will unicast its presence. Alternatively, CueiT can initiate connection to CueVue – go to Prompt Tab -> Prompters Section -> ADD and input CueVue IP address. Once added to CueiT, CueVue will be on Prompter Devices list and CueiT will try to connect to this CueVue after each restart.

Important:

- Please make sure that following ports are open on PC running CueiT and Windows or any third part **firewall** software is not blocking traffic from/to CueVue for “Cue-iT.exe” application:
 - 4004 TCP ▪ 4373 UDP ▪ 4374 UDP ▪ 4375 UDP ▪ 4379 TCP ▪ 4380 TCP ▪ 4390 TCP ▪ 4391 TCP ▪ 4392 TCP
- Please make sure that any potential **Proxy** configuration on OS level is not blocking or diverting HTTP traffic between CueiT application and CueVue.

4 CueVue Settings

4.1 Settings

CueVue settings in CueiT software can be access by navigating to PROMPT TAB -> Prompters Section -> List -> click on “Gear” icon next to CueVue.

The screenshot shows a configuration window titled "Edit prompter settings for [FW: 2.8.8] [Cue-Vue-1]". It contains the following sections:

- Friendly Name:** (only numbers, letters, and spaces): CueVue
- IP CONFIGURATION:**
 - Use DHCP
 - IP Address: [text field]
 - Subnet Mask: [text field]
 - Gateway IP: [text field]
- NETWORK BEHAVIOR:**
 - Use Broadcast Messages
 - Cue iT IP Addresses to send to: 0.0.0.0
 - [text field]
 - [text field]
 - [text field]
 - [text field]
- CueTALK Cloud CONFIGURATION:**
 - CueTALK Cloud Config File (.ovpn / .conf)
 - Choose file No file chosen
 - Upload Clear Configuration

At the bottom of the window are buttons: Forget Prompter, Update License, Update Firmware, Reboot, OK, and Cancel.

Friendly Name: Edit the friendly name to display on CueVue output idle screen and under Prompters list in CueiT.

IP Configuration: Enter Static IP mode with “Use DHCP” unchecked. Complete the IP Address, Subnet Mask and Gateway IP to use CueVue on your network.

Network Behavior: Specify up to 5 IP address of PC’s running CueiT with “Use Broadcast Messages” unchecked for automatic CueVue discovery via broadcast messages on the same subnet.

CueTALK Cloud Configuration: Upload CueTALK Cloud configuration file or clear configuration from the device.



4.2 Prompters List

Navigate to PROMPT TAB -> Prompters Section -> List

Drop down list will display all CueVues connected to this CueiT instance. **Enabled** (Checked) CueVues will be controlled by CueiT, **Disabled** (Unchecked) CueVues will not be controlled by CueiT. To allow CueiT to automatically Enable any newly added CueVue select “*Automatically Prompt To New Prompters*”, uncheck to disable automatic Enable action.

4.3 Add CueVue

To add any CueVue not automatically recognized by CueiT, but active and correctly configured on the network navigate to PROMPT TAB -> Prompters Section -> ADD.

Manually add a prompter ✕

Enter the IP address or Hostname of your prompter and Cue iT will attempt to manually connect to it.

IP/Hostname:

OK Cancel

Enter the IP address. If the CueVue is found it will automatically be added as a prompter. If not, please check the network connection between the CueiT computer and the CueVue and any potential firewall or proxy configurations preventing full communications.



5 Setting a Static IP Address

To apply static IP address to our devices you need to edit the configurations. This is done in the following way:

5.1 Via CueiT Software and DHCP Network

Edit the Configuration settings found under PROMPT TAB -> Prompters Section -> List -> click on “Gear” icon next to CueVue.

- If your CueVue and CueiT can connect over a DHCP network temporarily, the settings will keep once applied and brought to the network that requires a static IP address.
- If you are applying a static IP address through your network management, the MAC address is displayed on the default CueVue output idle screen [eth0].

5.2 Via CueiT Software and direct USB C RNDIS connection

The second option is to connect the CueVue via USB C to input the settings only, the steps are:

- Unplug the CueVue from power.
- Plug in ONLY a USB cable from USB C port on the CueVue to a USB A/C on the CueiT computer.
- Re-plug power to the CueVue.
- Let the CueVue start and drivers install (this can take 1-4 minutes). The driver should install as a “Remote NDIS based Internet Sharing Device”. If CueVue is recognized as “USB Serial COM” device, please refer to “CueB USB Driver Installation” guide.
- Once installed CueiT should display “Connected to CueVue” in the bottom left corner.
- Follow the Edit Configuration from above.
- Disconnect from USB and reconnect on the desired network.

5.3 Via on-screen menu and USB keyboard

- Power down CueVue
- Connect CueVue video output to HDMI monitor
- Connect USB keyboard to USB A port
- Power up CueVue and wait until it’s fully operational (30-40 seconds)
- Press F2 key on keyboard – this should bring IP configuration menu
- Set up desired IP configuration using arrow keys and Enter key to edit fields
- Navigate to “Save Settings” and press Enter



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