Installing Cue-iT Software
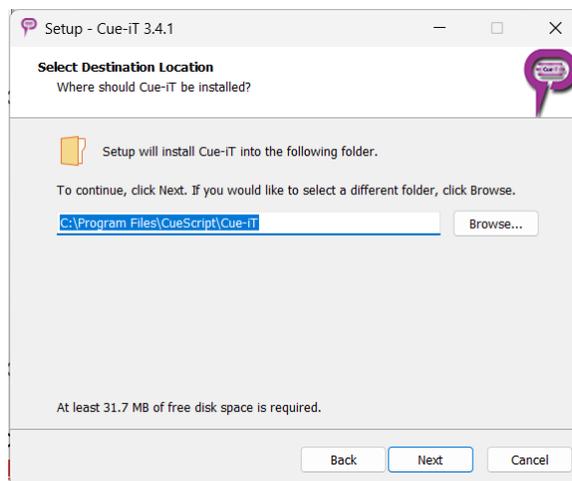
1. Locate and run the **Cue-iT_Setup_(3.4.x).exe** application file on the provided flash drive.

2. If the User Account Control window appears, select "Yes" to allow the program to install. (Enter Administrative passwords where necessary).

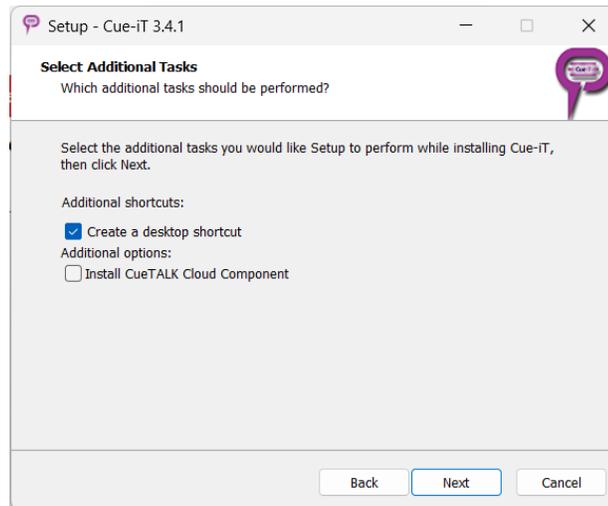3. Please read the license agreement and, if you agree, select "I accept the agreement".

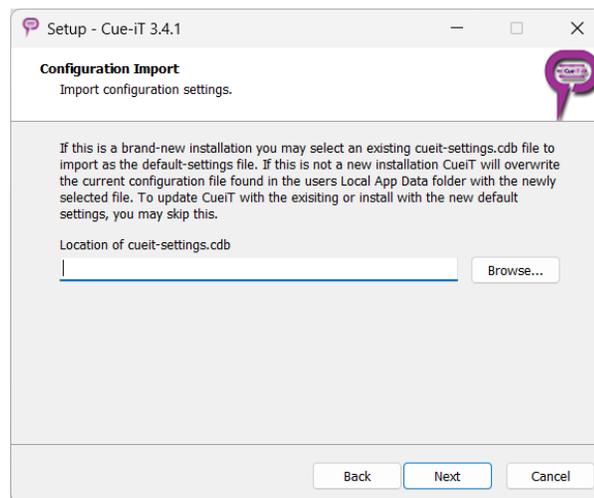4. Select your installed location. Default location is "Program Files".

5. Check if you would like to add a shortcut to the desktop.
6. Choose if you would like to install CueTALK Cloud Component. This can be added anytime in the future by just running CueiT Installer again.
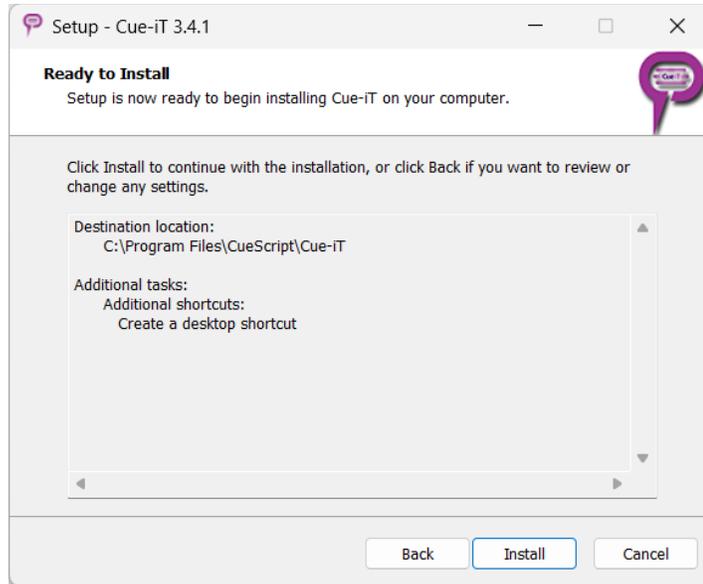

7. Choose a settings file to install as "Default Settings". This file will be used as default and is only necessary to select should you be installing CueiT as a brand-new installation. All upgrades will carry the default settings file, (unless otherwise stated by a Support Representative due to compatibility.)

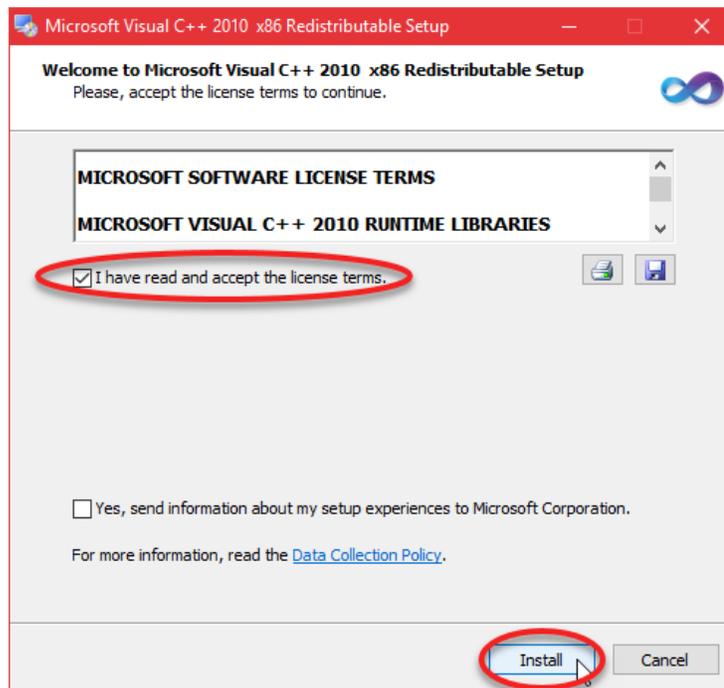8. Select Install when ready to finalize the process.

9. The program will then extract and install all necessary components.
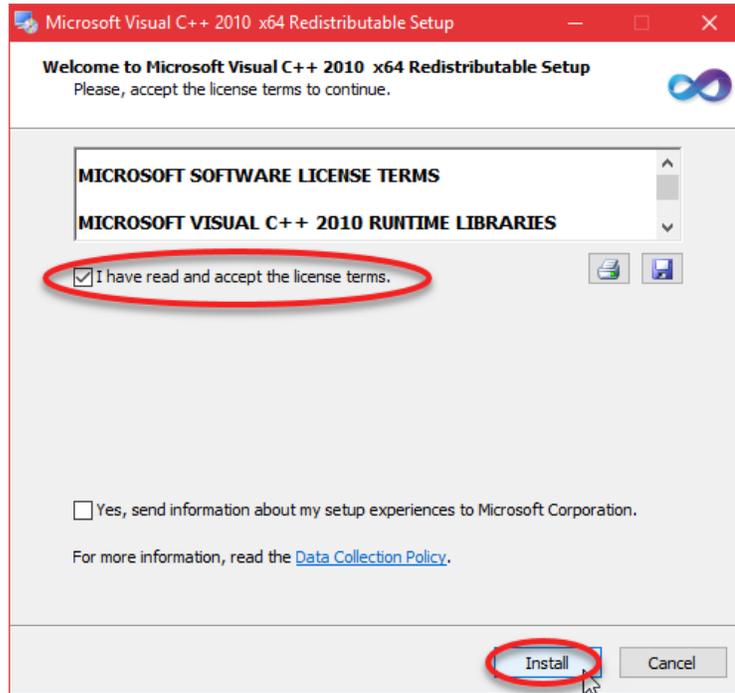
Required Packages:

CueiT requires 6 Microsoft Visual C++ Redistributable updates (please check computer recommendations for specific version numbers). If your computer is up to date you may not be asked to install all the below updates. Only those the installer detects as not present are installed. Please allow all the following updates or CueiT will not function accordingly.

10. Microsoft Visual C++ 2010 X86
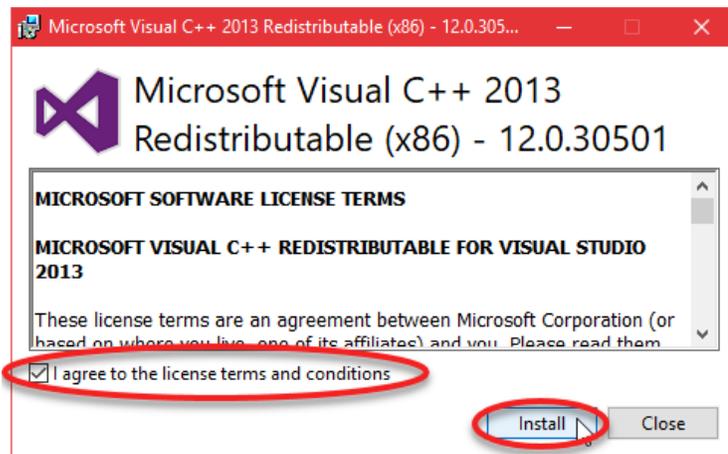   a. Accept the terms
     b. Select Install.

11. When completed select "Finish".

12. Microsoft Visual C++ 2010 X64
    a. Accept the terms
    b. Select Install.
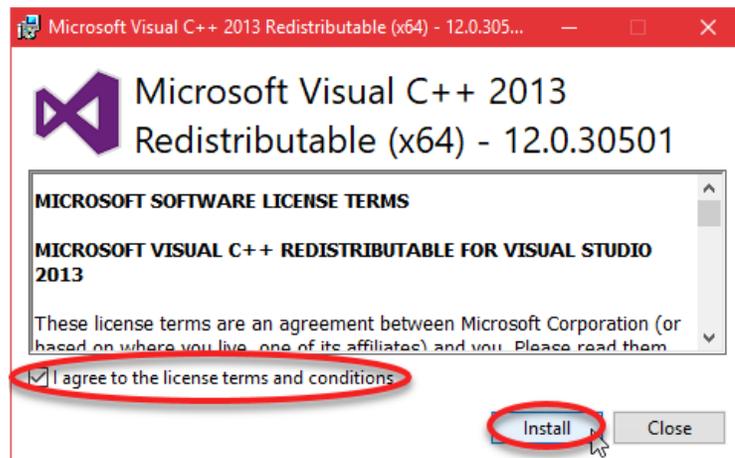

13. When completed select "Finish".

14. Microsoft Visual C++ 2013 X86
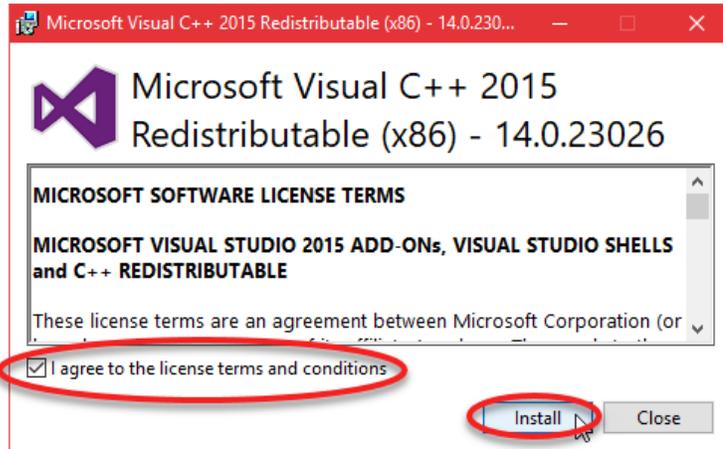   a. Accept the terms
    b. Select Install.

15. When completed select "Close".
16. Microsoft Visual C++ 2013 X64
    a. Accept the terms
    b. Select Install.
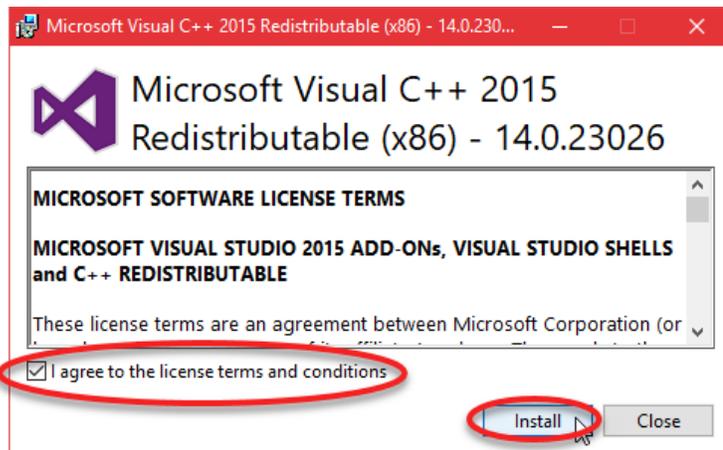

17. When completed select "Close".

18. Microsoft Visual C++ 2015 X86
    a. Accept the terms
    b. Select Install.
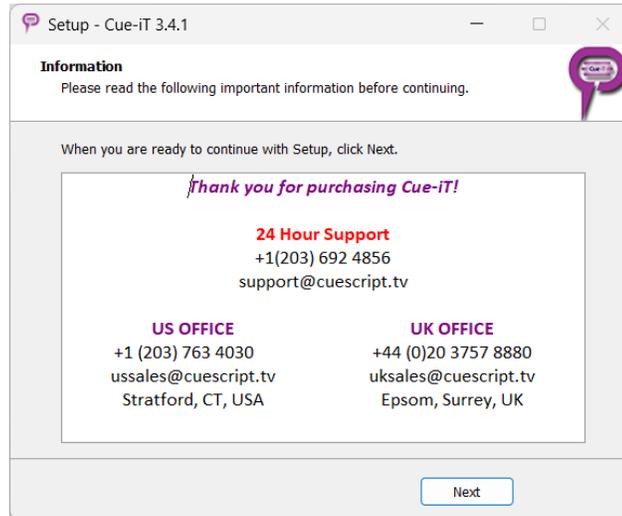

19. When completed select "Close".
20. Microsoft Visual C++ 2015 X64
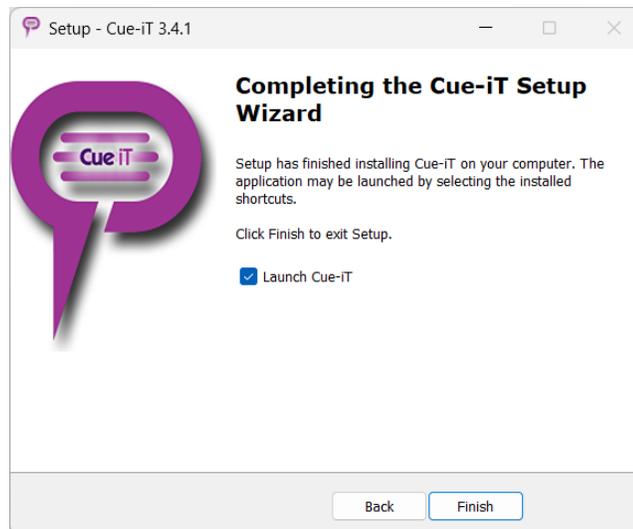   a. Accept the terms
    b. Select Install.

21. When completed select "Close".

22. Please note our contact locations for Sales and Support. Select next to proceed to finalizing the installation.
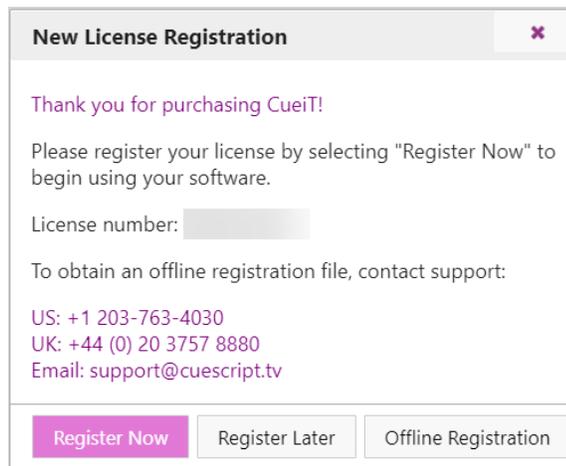

23. Your setup is now complete. You may choose to launch the software after hitting "Finish".

24. If this is your first time installing the software and using the CueB, openCueB, IP Monitor or Dongle, please continue onto the next section "Registering Your Device".
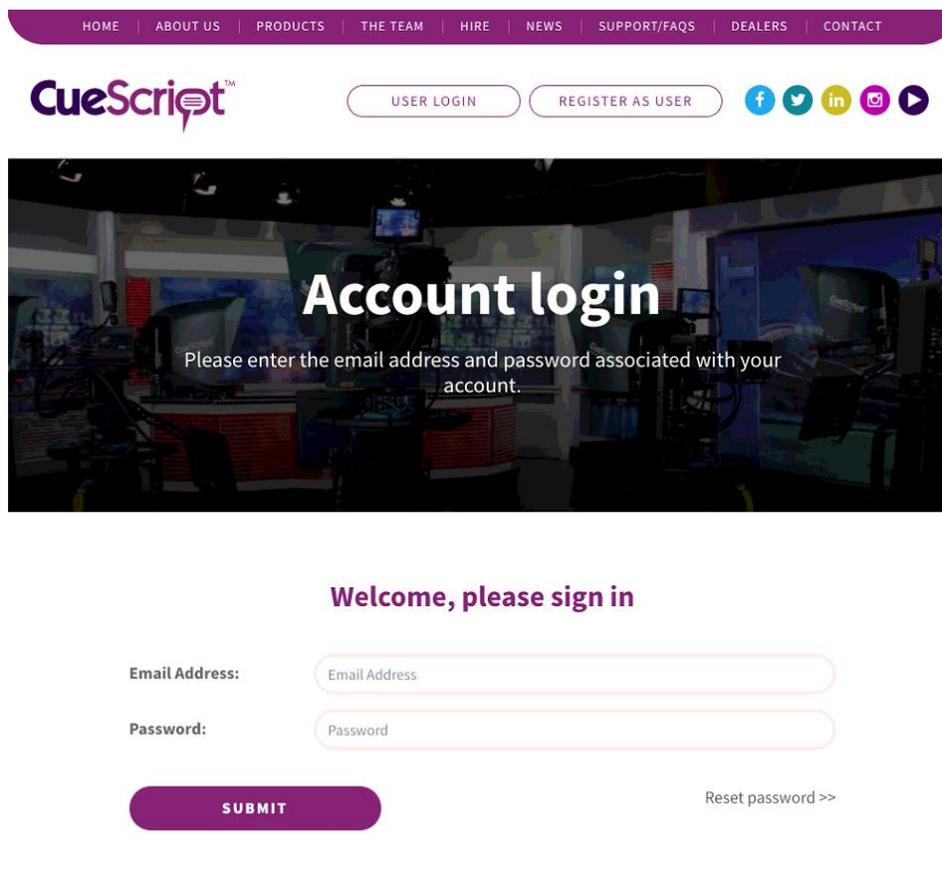
Registering Your Device

1. When you connect your device (CueB, openCueB, IP Monitor or Dongle) for the first time, they will need to be registered for initial use.
2. Upon opening the Cue-iT software, you will be presented with a license registration window:

a. If you do not see this and there is a warning error in the message area "Not Connected to CueB", please follow our Troubleshooting guide on "Connecting Your Device".

3. Select "Register Now" to begin the process.

a. Registration requires an internet connection. If the CueiT computer does not have this please contact support to obtain an offline registration file.

4. You will be redirected to the Welcome screen.

5.

    a. Returning Customer:

         i. If you already have a login for cuescript.tv please enter your email and password here to register your device using these account credentials.

    b. New Customer

         i. If this is your first time registering or you wish to register the device with a different email, please select "Register As User" at the top.

         ii. New Customer Page: Please fill out the information requested on the next page, and select "Continue" at the bottom.

6. If the registration is successful, you will see:

Registration Success   ✖

Prompter _____ was successfully registered!

OK

7. Your device is now ready to use!