

User Manual.

Live event production software for Windows. Everything in the box and how to drive it.

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1. Getting Started

This section covers installation, first launch, choosing outputs, orienting to the operator interface, and saving your first show file.

System Requirements

- Windows 10 or Windows 11, 64-bit.
- NVIDIA GPU recommended (required for NVENC streaming and DeckLink output performance).
- At least 8 GB RAM; 16 GB recommended for larger shows with parallel media.
- Gigabit Ethernet for NDI, ATEM, Art-Net, and Stream Deck plugin connectivity.

Installation

1. Download the CueSurge installer from cuesurge.com/download.
2. Double-click the `.exe` to launch the installer.
3. Windows SmartScreen may show a *Windows protected your PC* dialog. Click **More info**, then **Run anyway**. New signed builds can take several days to accumulate SmartScreen reputation; this warning is expected on fresh releases.
4. Accept the license agreement and choose an install location. The default is `C:\Program Files\CueSurge`.
5. The installer creates a Desktop shortcut and a Start menu entry titled **CueSurge**.

First Launch

CueSurge always opens on an empty show. There is no last-used show restored on startup; this is intentional so that a returning operator never accidentally arms a cue on the wrong show file.

On the first run the following will happen automatically:

- User preferences and auto-save recovery storage are initialized.
- Background network services for the iPad Remote, Phone Remote, and Wireless Presentation receiver start automatically so you can pair a tablet or presenter phone immediately.
- The Library starter pack loads with a Welcome video and reference clips so the interface is not empty on first launch.

Pick Your Outputs

Before you build a show, decide how many output windows you will use and where they will be pinned.

1. Click the **Outputs** icon in the left NavRail.

2. Click **Open Program 1 Window**. A borderless output window appears on your primary display.
3. Drag it to the display you want to use for Program 1 (typically the audience projector or main LED wall). Right-click the window and choose **Pin to this display** so future launches remember the placement.
4. Repeat for **Program 2** (often the Zoom or streaming feed) and **Confidence** (often the on-stage confidence monitor or side screen).
5. Press **F11** in any output window to toggle real fullscreen for that display.

If you plan to output via NDI or a Blackmagic DeckLink card instead of an on-screen window, open **Preferences → Outputs** and enable the transport for each program bus. Multiple transports can run in parallel (for example, DeckLink on Program 1 and NDI on Confidence).

Orient to the Interface

The main window has four regions:

- **Top Bar:** File menu, show title, timer rail with quick controls, Theme toggle, and Preferences (gear icon).
- **Left NavRail:** view icons (Cue List, Library, Outputs, Streaming, Control, Stream Deck, and more), plus a Recent Shows list at the bottom.
- **Main View:** the cue grid and monitor wall for the current view. In Cue List view this is the primary work surface.
- **Right Inspector:** properties for the selected cue. Empty when no cue is selected.
- **StatusBar:** connection status for ATEM, Lighting, SQ, Spotify, and the iPad Remote at a glance.

Save Your First Show

1. Add a cue by clicking **+ Media** at the top of the cue grid and selecting a video, audio, or image file.
2. Press **Space** to fire the armed cue on Program 1 and verify output.
3. Press **Escape** to stop.
4. Save with **Ctrl + S**. The Save dialog defaults to **Documents\CueSurge Shows**. Choose a filename; the extension **.cuesurge** is added automatically.
5. Subsequent **Ctrl + S** presses save silently to the same path without prompting or resetting output windows.

Auto-save runs every five minutes into the same file once a save path exists. Recovery snapshots for unsaved shows are held in the background so a crash mid-show never leaves you with nothing to restore.

Where to Go Next

- Section 2 orients you to every region of the operator interface in detail.
- Section 3 covers adding, reordering, and grouping cues.
- Section 4 documents every cue type and its inspector fields.

2. The Operator Interface

The CueSurge window is divided into five persistent regions. This section documents each region and the controls it hosts.

Top Bar

The top bar is always visible and hosts global controls.

- **File menu:** `File → New`, `File → Open`, `File → Save`, `File → Save As`, `File → Open Recent`, `File → Exit`. Keyboard equivalents are `Ctrl + N`, `Ctrl + O`, `Ctrl + S`, and `Ctrl + Shift + S`.
- **Show title:** the current show filename, with a dot indicator when there are unsaved changes.
- **Timer rail:** master timer with QUICK and CUE LIST controls. QUICK opens the quick-timer pad; CUE LIST reveals every timer cue in the show. The rail also displays currently running countdowns.
- **Theme toggle:** switches between Light and Dark modes without opening Preferences.
- **Settings menu:** opens the drop-down for one-click access to Wireless Presentation, Streaming, and Recording toggles.
- **Preferences (gear icon):** opens the Preferences window (see Section 20).

Left NavRail

The NavRail is a vertical column of icons pinned to the left edge. Click an icon to switch the main view. Hover an icon to see its label.

- **Cue List:** the main show operating view. This is where you spend most of your time.
- **Library:** five-tab asset browser (Media / Cues / Lyrics / Templates / Presets).
- **Outputs:** manage output windows, display pinning, NDI, DeckLink, and window capture.
- **Streaming:** destinations grid for YouTube, RTMP, SRT.
- **Recording:** pick a target drive and monitor an in-progress recording.
- **Control:** MIDI, OSC, and control-surface address book.
- **Stream Deck:** view assigned actions and diagnostic status.
- **Lighting:** fixtures, groups, scenes for Art-Net or sACN.
- **ATEM:** switcher control view when an ATEM is connected.
- **A&H SQ:** mixer view for Allen & Heath SQ over the network.
- **Port Maps:** read-only SNMP snapshot of a managed network switch.
- **Wireless Presentation:** receiver status, guest URL, and QR.
- **Voice + AI:** on-device voice recognition and the AI show assistant.

At the bottom of the NavRail is the **Recent Shows** list, showing up to five recently opened show files. Click any entry to open that show.

Main View Area

The main view is the largest region and depends on the selected NavRail item. In the default Cue List view it is split into two panes:

- **Cue grid (left/center):** the ordered list of cues. Each cue is a card showing type icon, name, targeted program bus, and duration. Section headers group cues visually. Right-click a cue for a context menu with Copy, Cut, Paste, Duplicate, Delete, Retarget, and Rename.
- **Monitor wall (right):** four monitor tiles labelled Preview, TAKE, Program, and Confidence. Preview shows the armed cue, TAKE is a large go button, Program mirrors what is live on Program 1, and Confidence mirrors the Confidence bus. Drag any media file directly onto a monitor tile to send it live to that bus without creating a cue.

Inspector (Right)

The Inspector displays the properties of the selected cue. Its contents depend on the cue type:

- For a Video cue: file path, in/out trim, loop, volume, target program bus, transition, and per-cue triggers.
- For a Lyric cue: theme picker, arrangement builder, per-song overrides, media background, and per-slide override toggles.
- For an ATEM cue: action kind, ATEM target, transition rate, and macro selector.

The Inspector is collapsible. Drag its left edge to resize or click the collapse arrow at the top to hide it and reclaim horizontal space for the cue grid.

StatusBar (Bottom)

The StatusBar spans the full width of the window and reports the status of every external connection:

- **ATEM:** green dot when connected, model and IP tooltip on hover.
- **Lighting:** green dot when the Art-Net or sACN transport is bound.
- **A&H SQ:** green dot when the mixer session is active.
- **Spotify:** green when the local Spotify client responds; orange when authenticated but idle.
- **iPad Remote:** shows LAN URL and connected client count.
- **Wireless Presentation:** shows receiver URL when active.
- **Stream Deck:** green when the plugin is paired to CueSurge.
- **Recording / Streaming:** red pulse when active, with elapsed time.

Click any StatusBar item to jump directly to the corresponding view.

Theme and Density

The interface honors two orthogonal preferences: **Light / Dark** theme (toggled from the top bar), and **Desktop / Touch** density (set in [Preferences → Interface](#)). Touch mode increases hit targets and spacing for use with an iPad or large touch panel, but does not change the layout of any region.

3. Working With Cues

The cue list is an ordered sequence of cues that plays top to bottom under operator control. This section covers adding, reordering, deleting, duplicating, grouping, and searching cues.

Adding Cues

Four add controls sit at the top of the cue grid.

- **+ Media:** opens a file picker for video, audio, image, PDF, PPT, and Keynote files. The cue type is inferred from the extension.
- **+ Section:** inserts a Section header at the caret position for grouping.
- **+ GFX:** adds a graphics cue with a submenu for Lower Third, Timer Overlay, Blackscreen, or Logo Overlay.
- **+ More:** opens a menu of every remaining cue type: Lyric, Source, SuperSource, Timer, Web Link, Stack, ATEM, Lighting, A&H SQ, Spotify, PTZ.

You can also add cues by dragging media directly from Explorer onto the cue grid. Multiple files dropped at once create individual cues in file-drop order. Dropping a `.docx` or `.txt` onto the cue grid creates a Lyric cue with the text parsed into slides.

Reordering

- **Drag by handle:** each cue card shows a grip on hover. Drag the grip to move the cue anywhere in the list, including into or out of a Section group.
- **Keyboard:** with a cue selected, `Alt + ArrowUp` and `Alt + ArrowDown` move it one position at a time.
- **Multi-select:** hold `Shift` to select a range or `Ctrl` to add/remove individual cues, then drag the group.

Drag to Drop Left / Right

Dropping media on the left half of a cue card inserts a new cue *before* the target; dropping on the right half inserts *after*. A blue indicator line shows the drop position while dragging. Dropping directly on the center of a cue replaces its source file without changing its properties (useful for swapping the video behind an already-configured cue).

Deleting

- Select one or more cues and press `Delete` or `Backspace`.
- Right-click and choose `Delete`.

- Deleting a Section removes the group header and returns its child cues to the top level. To delete a Section *and* its children, hold **Shift** while pressing Delete.

Deletions are undoable with **Ctrl** + **Z** until the show file is closed.

Duplicating

- **Ctrl** + **D** duplicates the selection immediately after the last selected cue.
- Copy / paste via **Ctrl** + **C** and **Ctrl** + **V** pastes at the caret position.
- Right-click and choose **Duplicate**.

Duplicated cues carry all inspector settings including per-slide overrides and triggers. Media file references are shared, not copied on disk.

Section Groups

Sections are a grouping construct with three optional behaviors:

- **Looping**: when enabled, the last cue in the section arms the first cue in the section on GO. Useful for walk-in loops.
- **Auto-advance**: when enabled, each cue in the section fires the next automatically after its duration elapses (or after a manual delay you set).
- **Grouping only**: when both are off, the Section is a visual organizer with no playback side effects.

A Section header can be collapsed by clicking its caret. Collapsed sections still play; they are only hidden in the list. The Section Break Height is configurable in **Preferences → Interface**.

Cue List Search

Press **Ctrl** + **F** to open the search bar above the cue grid. The search matches on cue name, media filename, lyric text, and Section title. Matched cues are highlighted; press **Enter** to jump to the next match and **Shift** + **Enter** for the previous.

Search is scoped to the entire show, including collapsed sections. Clearing the search or pressing **Escape** exits search mode.

Selection Behavior

- Single click selects a cue.
- Double click opens the Inspector for that cue.
- **Shift** + click selects a range.
- **Ctrl** + click toggles individual cues in and out of the selection.
- **Ctrl** + **A** selects every cue in the show.

Cue Card Bar

Each cue card can display a bar of quick controls under its name: Play, Loop, Mute, Retarget chip, and Duration. In [Preferences → Interface](#), the **Cue Card Bar** setting has three values:

- **Standard:** full bar visible.
- **Compact:** bar collapses to icons only.
- **Off:** hides the bar entirely, showing cue name and duration only. This gives the densest possible list for large shows.

Renaming

Double-click a cue name to rename in place, or select and press **F2**. Press **Enter** to commit or **Escape** to cancel.

4. Cue Types Reference

Every cue in a CueSurge show belongs to one of the types documented below. Each subsection explains what the cue does and how to configure it in the Inspector.

Video

Plays a video file to the targeted program bus. Supported formats include MP4 (H.264, H.265, NVENC-friendly), MOV, MKV, WebM, and WMV.

Inspector fields:

- **Source:** file path.
- **In / Out:** trim markers in seconds.
- **Loop:** on/off.
- **Volume:** 0-100%.
- **Target:** Program 1 / 2 / 3 / 1+3 / All.
- **Transition:** cut or crossfade with duration in ms.
- **Triggers:** fire additional cues on start or end.

Audio

Plays an audio file with no visual output. Formats: MP3, WAV, FLAC, AAC, OGG.

Inspector fields mirror Video except no visual transitions. Audio cues route to the primary system audio device by default; you can select an alternate device per cue.

Slide

Displays a static or paged document: PDF, PPT/PPTX, Keynote, or single-image files (PNG, JPG, WebP).

Inspector fields:

- **Source:** file path.
- **Page:** current page, with Next Page / Previous Page controls that can be bound to Stream Deck or MIDI.
- **Fit:** Fit, Fill, or Actual Size.
- **Background:** solid color behind the slide.

Slides are pre-rendered on import so page changes are instant.

Lyric

Displays song lyrics as timed or manually-advanced slides. See Section 7 for full lyric documentation.

Inspector fields include Theme, Arrangement, Slides, Per-Slide Override, and Media Background.

Section

A grouping header, not a playback cue. See Section 3 for details. Its Inspector exposes Looping, Auto-Advance, Auto-Advance Delay, and Section Title.

Source

Displays a live input: a local webcam or an NDI source on the LAN.

Inspector fields:

- **Kind:** Webcam or NDI.
- **Device / Stream:** dropdown of detected sources.
- **Resolution:** preferred capture resolution.
- **Audio:** pass-through audio on/off.

SuperSource

Four-up composer that arranges up to four Source, Video, or Slide inputs into a single output. Positions and sizes are set per slot in the Inspector. A layout preset menu offers common arrangements (2x2, PIP, Side-by-Side, Interview).

Timer

A countdown or count-up timer that renders to the targeted program bus and to any GFX timer overlay.

Inspector fields:

- **Duration:** initial time.
- **Direction:** Down or Up.
- **Warn At / Danger At:** color-change thresholds.
- **Auto-Fire on Zero:** fires the next cue when the timer reaches zero.
- **Style:** matches the current GFX theme.

Web Link

Opens a URL in an embedded browser view routed to the targeted bus. Useful for stinger websites, live polling pages, or web-based scoreboards.

Inspector fields: URL, Zoom Level, Muted, Auto-Reload on GO.

Stack

A single cue that fires N sub-actions on one GO, with a per-row millisecond offset. Actions can be any other cue kind: Lighting scene, ATEM cut, SQ scene, GFX toggle, Video, or a cueRef (reference to another cue in the show).

Inspector fields:

- **Rows:** ordered list; each row has an action selector and an offset in ms.
- **Add Row:** opens the same action picker used by Triggers on Video and Audio cues.
- **Reorder:** drag rows to reorder.

Stack cues are useful for building look changes that combine lights, switcher, and audio in one press.

GFX

Graphics overlays that composite on top of any bus. Four kinds share the GFX picker on the + GFX button.

- **Lower Third:** name/title band. Inspector fields: Name, Title, Theme, In/Out transition, Auto-Dismiss ms.
- **Timer Overlay:** renders the current master or a specific timer cue as a corner or full-screen graphic.
- **Blackscreen:** forces the target bus to a solid color (default black, configurable per cue).
- **Logo Overlay:** composites a PNG/SVG at a chosen corner with an opacity setting.

Take On / Take Off is controlled via GO and Stop; a GFX cue that is currently ON shows a pulsing red border.

ATEM

Sends a switcher action to a connected Blackmagic ATEM.

Kinds: Cut, Dissolve, Sting, Transition Rate, AUX routing, Fader Bar move, Macro run.

Inspector fields depend on kind. See Section 10 for switcher setup.

Lighting

Recalls a scene defined on the Lighting view. Inspector fields: Scene, Fade Time (ms), Snap (yes/no).

A&H SQ

Sends a control to an Allen & Heath SQ mixer over the network.

Kinds: Scene Recall, Mute (channel), Fader (channel dB), Soft Key.

Spotify Basic

Controls the local Spotify desktop client: Play, Pause, Next, Previous, Volume Up/Down, or Play Playlist by URI.

PTZ

Recalls a preset on a networked PTZ camera. Inspector fields: Camera (from the address book), Preset Number, Speed.

5. Playback

Playback in CueSurge revolves around three concepts: the *armed* cue, the *GO* action, and the *playback mode* that governs how GO behaves.

Arm vs Fire

The armed cue is highlighted in the cue grid with a green border and shown in the Preview monitor tile. Arming does not send anything to a program bus; it only stages the cue.

Fire means send the armed cue live. Firing depends on the playback mode (see below).

GO, Stop, Prev, Next

- `Space` = **GO**. Fire the armed cue and arm the next.
- `Escape` = **Stop**. Stop everything currently playing on every bus.
- `ArrowUp` = arm the previous cue without firing.
- `ArrowDown` = arm the next cue without firing.
- `ArrowLeft` or `PageUp` = fire the previous cue (presenter clicker).
- `ArrowRight` or `PageDown` = fire the next cue (presenter clicker).

Presenter clickers map their forward/back buttons to `PageUp` and `PageDown` by default, which is why those bindings mirror the arrow keys.

Three Playback Modes

Playback mode is set in `Preferences → Playback` and applies to the whole show.

- **Standard** (default): the caret arms the next cue, and `Space` or the TAKE button fires it. This is the classic theater-style workflow: arm, verify preview, GO.
- **Confirmation**: single-clicking a cue in the grid does not fire it. Instead a confirm chip appears; clicking again fires. Prevents accidental fires when clicking to select.
- **Instant**: single-clicking a cue fires immediately. Fastest for improvised or rapid-cue shows where every click is intentional.

Keyboard behavior (`Space`, arrows) is identical in all three modes; only click behavior changes.

Comprehensive Keyboard Shortcuts (Playback)

SHORTCUT	ACTION
Space	GO (fire armed cue, arm next)
Escape	Stop all buses
ArrowUp	Arm previous cue
ArrowDown	Arm next cue
ArrowLeft / PageUp	Fire previous cue
ArrowRight / PageDown	Fire next cue
Delete / Backspace	Delete selected cue
Ctrl + Shift + L	Clear lyric text (keep background)
Ctrl + Shift + F	Fullscreen toggle
F11	Real fullscreen on the focused output window

See Section 22 for the complete reference including editing shortcuts.

Monitor Wall Drag-and-Drop

The monitor wall on the right of the Cue List view has four tiles:

- **Preview:** shows the currently armed cue.
- **TAKE:** the big GO button.
- **Program:** mirrors Program 1 output.
- **Confidence:** mirrors the Confidence (P3) bus.

Drag media from Explorer or from the Library directly onto Program or Confidence to send that media live to that bus *without* creating a cue. This is useful for interstitial hits, walk-in loops that don't warrant a cue slot, or emergency filler.

Drag onto Preview to arm a media file (still without creating a cue). GO then fires it as a transient one-shot.

Live Retarget

Every currently playing cue displays a Retarget chip on its cue card and on the Program monitor tile. The chip shows the current bus (for example, **P1**). Click the chip to open a bus picker; choose a different bus and the running cue is mirrored to the new bus immediately, without stopping playback.

Live retarget is non-destructive: the cue's saved target is unchanged. When the cue stops, the retarget is forgotten. This is the correct tool for the situation where a video was configured for Program 1 but you also need to push it to Confidence for the delayed streaming feed while it plays.

Fire Multiple Cues Simultaneously

A single GO fires exactly one cue (the armed one). To fire multiple in a coordinated action, use a Stack cue (see Section 4). Stack rows fire on the same GO with per-row millisecond offsets so lighting, ATEM, GFX, and video hits happen in the right sequence.

Interrupting Playback

Escape stops every bus and every running cue immediately. If you want to stop only one bus, use the Stop button on that bus's Program monitor tile. Timers and GFX overlays are also cleared by **Escape**.

For lyric cues specifically, **Ctrl** + **Shift** + **L** blanks the lyric text while keeping the background running, which is faster than a full stop when you need silence between verses.

Confirmation Prompts

Destructive playback actions do not prompt. If you fire the wrong cue, **Escape** stops it. Undo does not affect playback state; it only applies to show edits.

6. Program Buses and Multi-Output

CueSurge has three independent program buses. Each can render to any combination of on-screen windows, NDI, DeckLink, or window capture.

The Three Buses

- **Program 1 (P1):** the primary audience output. Typically routed to the projector or LED wall.
- **Program 2 (P2):** an independent secondary bus. Common uses: dedicated Zoom or Teams feed, streaming feed, or a second in-room screen.
- **Confidence (P3):** the third independent bus. Common uses: on-stage confidence monitor, greenroom feed, or an alternate recording feed.

Every bus is truly independent. A different cue can be live on each bus at the same time. A video on Program 1 and a slide on Confidence run in parallel with no crosstalk.

Renaming Buses

In [Preferences → Outputs](#), each bus has a rename field. Common preset labels include:

- Audience
- Zoom
- Teams
- Recording
- In-Room

Renaming is global: the label appears everywhere in the UI including Retarget chips, monitor tiles, output window titlebars, Stream Deck labels, and iPad Remote tabs. The internal bus identity (P1, P2, P3) is preserved; only the display name changes.

Targeting a Cue

Every cue has a target bus setting. The Inspector shows a bus picker with six choices:

- **1:** Program 1 only.
- **2:** Program 2 only.
- **3:** Confidence only.
- **1+3:** Program 1 and Confidence simultaneously (common for audience-plus-confidence workflows).
- **1+2:** Program 1 and Program 2 (common for audience-plus-Zoom).
- **All:** all three buses.

The current target is shown as a chip on the cue card. Click the chip to change it directly without opening the Inspector.

Bulk Target

To retarget every cue in the show to a single bus (or bus combination), open the Cue List toolbar menu and choose **Bulk Target**. Pick the destination, then confirm. Every cue's target is rewritten; this is undoable with `Ctrl + Z`.

Common bulk-target scenarios:

- Rehearsal on the confidence monitor only: bulk-target every cue to 3, run the show, then bulk-target back to 1 for the live event.
- Streaming-first shows: bulk-target every cue to 1+2 so the stream always mirrors the room without per-cue configuration.

Live Retarget While Playing

Every playing cue has a Retarget chip on its cue card and on the Program monitor tile. Click it to open the bus picker; the running cue is mirrored to the new bus without stopping. When the cue stops, its saved target is restored.

Live retarget is not the same as bulk retarget: live retarget affects only the currently-running instance and is transient; bulk retarget modifies the show file.

Output Windows

Each bus can drive one on-screen output window. Open windows from `Outputs → Open Program 1 Window` (repeated for P2 and P3).

Each window is:

- **Borderless**: no titlebar or window chrome in playback.
- **Pinnable**: right-click and choose `Pin to this display`. The window remembers the display index and returns to it on next launch.
- **Fullscreenable**: `F11` engages real fullscreen; `Ctrl + Shift + F` toggles a borderless fake-fullscreen that plays nicely with wireless presentation.

You can also close an output window without disturbing the bus; the bus continues to render to any NDI or DeckLink transports and can drive the iPad Remote monitor wall.

NDI Output

Enable NDI per bus in `Preferences → Outputs`. The NDI stream name defaults to `CueSurge - <bus label>`. NDI outputs are visible to any NDI receiver on the LAN including OBS Studio, TriCaster, and vMix.

DeckLink Output

If a Blackmagic DeckLink card is installed, enable DeckLink per bus in [Preferences → Outputs](#). Choose the target card and connector; supported cards include DeckLink Mini Monitor, Studio 4K, and Quad. Only one bus per DeckLink connector is supported.

Window Capture

Each bus can be enumerated as a window capture source for OBS, vMix, or any tool that captures Windows windows. In OBS, add a Window Capture source and pick the [CueSurge Program 1](#) window. Window capture is unaffected by display pinning.

Display Pinning Details

Pinning saves the target display's rect (position and size). If the target display is disconnected between sessions, CueSurge places the window on the primary display and shows a StatusBar warning until the display is reconnected or the pin is cleared.

Confidence Monitor Best Practice

The Confidence bus is normally the operator's insurance policy: it plays the same content as Program 1 but on the stage monitor. For lyric shows, many operators set Confidence to show the current lyric slide plus a next-slide preview by using a per-song theme with the Confidence variant. For talk shows, target most cues to **1+3** so Confidence mirrors the audience wall automatically.

7. Lyrics

Lyric cues are their own class of cue with a rich theme system, per-song and per-slide overrides, song grouping and arrangement, and AI-assisted import from audio.

Themes Overview

CueSurge ships with ten built-in themes. Each theme is a complete visual specification.

- **Classic:** white text, drop shadow, centered.
- **Bold:** heavy weight, extra stroke, high impact.
- **Subtle:** reduced size, low-key for smaller rooms.
- **Modern Worship:** contemporary sans, generous padding.
- **Lower Third:** text pinned to bottom third.
- **Full Screen:** text fills the visible area.
- **Minimal White:** text-only, no effects, white background.
- **High Contrast:** yellow on black; accessibility-optimized.
- **Scripture:** serif font, reference in a smaller caption line.
- **Conference Walk-In:** title-plus-subtitle layout for pre-show.

Themes are selected in the Inspector under **Theme** and can be swapped mid-show without editing the cue.

Theme Editor

Open the theme editor from the Inspector's Theme dropdown, or from [Library → Templates → Themes](#). The editor exposes:

- **Font family:** any installed system font.
- **Weight:** 100-900 in 100 steps.
- **Italic:** on/off.
- **Underline:** on/off.
- **Text color:** full color picker with hex input.
- **CSS background:** any valid CSS `background` value including gradients.
- **Size clamps:** min and max in `vh`.
- **Position:** Top, Center, Lower Third, Bottom.
- **Horizontal align:** Left, Center, Right.
- **Padding:** percentage of viewport.
- **Cross-fade:** transition duration in ms.

- **Auto-fit:** shrinks text to fit long lines.
- **Drop shadow, stroke, glow:** standard text effects.
- **Textbox scrim:** dark rectangle behind text for legibility over busy backgrounds.
- **Media background:** image or looping video, with dim, blur, and fit controls.

Save a custom theme by clicking **Save as** and entering a name. Custom themes appear in the Theme dropdown alongside the built-ins.

Per-Song Theme

Each Lyric cue can specify its own theme, which overrides the show default. A song about hope might use Modern Worship while a scripture reading uses Scripture. Setting a per-song theme does not affect other lyric cues.

Per-Slide Override

Any slide within a Lyric cue can override individual theme fields. In the slide editor, click the slide, then use the Override panel to change:

- Background (image or color)
- Text color
- Position
- Font family
- Font weight
- Italic
- Max size in vh

Overrides are stored on the slide, not on the theme, so switching the theme leaves overrides intact.

Song Grouping and Arrangement Builder

A Lyric cue represents a single song. Slides within the cue can be grouped into song parts: Verse (V1, V2, V3), Chorus (C1, C2), Bridge (B), Tag (T), Ending (E), and Intro.

Above the slide list, jump chips (V/C/B/T with numeric variants) let the operator jump directly to a part during live playback. Parts are labelled either automatically (CueSurge detects Verse, Chorus, Bridge, and Ending by text repetition) or manually via the Part dropdown next to each slide.

The **Arrangement Builder** lets you drag part chips into a sequence (for example, V1 C1 V2 C1 B C1 C1 E) that determines playback order without duplicating slides. Change the arrangement without editing the underlying slides.

Paste Lyrics Modal

Click **Paste Lyrics** in the Inspector to open a modal for bulk-import. Paste raw text; the modal:

- Splits by blank lines into slides.
- Detects *Verse*, *Chorus*, *Bridge*, *Tag*, and *Ending* labels and assigns them as song parts.
- Detects repeated blocks and offers to deduplicate them as a single referenced part.
- Previews the result before commit.

MP3 Lyric Importer

CueSurge can transcribe an audio file directly into a Lyric cue using on-device voice recognition. Drag an MP3 or WAV onto a Lyric cue, choose **Transcribe to Lyric**, and CueSurge generates timestamped slides.

Transcription happens locally on your machine; no audio ever leaves the computer. The first time you use this feature, CueSurge downloads its voice model in the background (roughly 250 MB). Every transcription after that runs fully offline.

After transcription, review the slides in the editor and correct any misheard lyrics before running the show.

CLR LYRIC (Blank Text)

During playback, press **Ctrl** + **Shift** + **L** to blank the lyric text while keeping the background running. Press again to restore. This is useful when the vocalist ad-libs or when the song vamps into an unscripted extension.

CLR LYRIC affects only the current Lyric cue on Program 1. On the iPad Remote, the same action lives on the Lower Thirds tab under the **CLR** button.

DOCX and TXT Import

Drop a **.docx** or **.txt** file onto the cue grid to create a Lyric cue with parsed slides. Song titles are inferred from the first line or from bold-styled runs in the DOCX. Part labels found in the text (V1, Chorus, etc.) are honored.

Confidence Variant

Any lyric theme can specify a Confidence Variant, a second full theme spec used only when the cue is rendered to the Confidence bus. Common use: show the current slide plus the next slide on Confidence while showing only the current slide on Program 1.

8. Library

The Library is a central asset browser with five tabs. It is available in every show; assets added to the Library are available across all shows on this machine.

The Five Tabs

- **Media:** video, audio, and image files imported into the Library.
- **Cues:** saved individual cues that can be reused across shows.
- **Lyrics:** saved Lyric cues with their arrangements and themes.
- **Templates:** entire shows saved as reusable starting points.
- **Presets:** named configurations for Lighting, ATEM, A&H SQ, and Wireless Presentation.

Starter Pack

On first install, the Library is seeded with a small starter pack including:

- Two Welcome videos suitable for pre-show walk-in loops.
- A branded countdown timer graphic.
- A blank lyric theme template.

The starter pack lives under the built-in Assets namespace and cannot be deleted from the Library, only hidden from view.

Adding Assets

Several routes to add:

- **Import file:** click the Import button in the Library toolbar and choose one or more files. Files are copied into the Library and become available to every show on this machine.
- **Save selected cue:** with a cue selected in a show, click **Save Cue to Library**. The cue and all its inspector settings are stored under the Cues tab.
- **Save current show as template:** `File → Save as Template` saves the entire show file (cues, structure, output configuration) as a Template entry.
- **Save preset:** on the Lighting, ATEM, A&H SQ, and Wireless Presentation views, click **Save Preset** to write the current configuration to the Presets tab.

Hover to Preview

Hover over a Media card to preview the file inline. Video and audio play muted-with-audio-on-click; images enlarge on hover. Preview does not affect any program bus.

Card Size Slider

A slider in the Library toolbar controls card width from 160 px (dense grid) to 480 px (large previews). Its exact value is remembered in Preferences.

The slider also lives in [Preferences → Library](#) for setting from a mouse-driven session.

One-Click Insert

Click a Media card once to insert a cue for that file at the current cue-list caret position. The cue type is inferred from the file extension. Click a Cues, Lyrics, or Templates card once to insert the entire saved item.

Drag a card onto the cue grid for finer control over drop position (Section 3 documents the drag-left / drag-right insert behavior).

Saving Templates

A Template is an entire show snapshot. Saving a Template stores:

- Every cue and Section in the show.
- Output window configuration and display pinning.
- Playback mode and Preferences that are stored per-show.
- Custom themes referenced by any lyric cues in the show.

Templates are the fastest way to bootstrap a repeatable show format. Common uses:

- Weekly worship service template with fixed section structure (Countdown / Welcome / Song 1 / Announcements / Sermon).
- Conference session template with sponsor bumpers, timer cues, and lower-third GFX pre-loaded.
- Corporate town-hall template with Zoom-targeted P2 cues wired to a hybrid layout.

Instantiate a Template via [File → New from Template](#).

Saving Presets

A Preset captures one subsystem's configuration:

- **Lighting preset:** fixtures, groups, and scenes.
- **ATEM preset:** switcher IP, macro list, and configured transition rates.
- **A&H SQ preset:** mixer IP, port, and named soft-key bindings.
- **Wireless Presentation preset:** receiver bindings and guest URL settings.

Presets are portable across shows and machines. Export a preset as a JSON file with [Library → Presets → Export](#) and import on another machine with [Import](#).

Organization

Assets can be tagged with any number of labels. Click the tag icon on any card to add labels; use the search bar to filter by label (for example, `tag:sunday` to see everything tagged for Sunday services).

Deletion

Deleting a Library asset removes it from the Library but does not delete the underlying file on disk unless you check *Also delete file* in the confirmation dialog. Cues in existing shows that reference the deleted asset show a red missing-media indicator; re-import the file to restore.

Moving Your Library Between Machines

To migrate your entire Library to a different computer, use `Library → Export Library` to write a portable bundle. On the new machine, use `Library → Import Library` and pick that bundle. CueSurge rebuilds previews on next launch. This carries every imported media file, saved cue, lyric, template, and preset.

9. Show Files

A show is a single file that contains all cues, sections, output configuration, and per-show preferences. This section covers the file format, the File menu, keyboard shortcuts, Recent Shows, and auto-save.

The .cuesurge Format

CueSurge shows are stored as `.cuesurge` files. The format is a JSON document with an embedded assets manifest that references media files by path. Show files are portable across machines provided the referenced media exists at the same path or has been placed in the Library.

For backwards compatibility, CueSurge also opens files with the legacy `.slate` extension. On save, a legacy show is upgraded to the current schema; use `File → Save As` to write with the `.cuesurge` extension.

File Menu

- `File → New` creates a new empty show. If the current show has unsaved changes, a confirmation prompt appears.
- `File → New from Template` opens the Templates tab of the Library and starts a new show from the chosen Template.
- `File → Open` opens a file picker for existing `.cuesurge` or `.slate` files.
- `File → Open Recent` lists recently opened show files.
- `File → Save` saves to the current path, or opens Save As if the show has never been saved.
- `File → Save As` writes a copy to a new path and switches the active show to that path.
- `File → Save as Template` saves the current show to the Library Templates tab (see Section 8).
- `File → Export` writes a portable ZIP bundle containing the show plus all referenced media, suitable for handing off to another operator.
- `File → Import Bundle` unpacks a portable ZIP into a working folder and opens the show.
- `File → Exit` quits the application. A confirmation prompt appears if there are unsaved changes.

Keyboard Shortcuts

SHORTCUT	ACTION
Ctrl + N	New show
Ctrl + O	Open show
Ctrl + S	Save
Ctrl + Shift + S	Save As

Silent Save to Current Path

Once a show has been saved to a path, Ctrl + S writes to that path silently. There is no dialog, no output flicker, and no reset of output windows or any playing cue. This is intentional: saving mid-show should never disrupt playback.

A save-in-progress indicator flashes briefly in the StatusBar to confirm the write, but no interactive prompt appears.

Recent Shows

The Recent Shows list appears at the bottom of the left NavRail and holds up to five recently opened files. Entries show the filename and a short "modified" timestamp. Click any entry to open that show; if the current show has unsaved changes, a confirmation prompt appears first.

Right-click a Recent Shows entry for options to Remove From Recents or Show in Explorer.

Empty Show on Launch

Every launch of CueSurge starts on an empty show, not the last-opened file. This is a deliberate safety measure: a returning operator should never inherit yesterday's show state and accidentally fire the wrong cue. To resume where you left off, use Recent Shows.

Auto-Save

Once the show has a save path (either via Ctrl + S or via a prior Save As), auto-save writes the current state to that path every five minutes. Auto-save is silent and does not disrupt playback.

For shows that have never been saved to a path, auto-save writes a recovery snapshot in the background instead. On the next launch after a crash, CueSurge detects the recovery snapshot and prompts to reopen it.

Unsaved Changes Indicator

The show title in the top bar shows a dot after the filename when there are unsaved changes. The dot clears when a save completes (manual or auto).

Show File Location Conventions

The default show location is `Documents\CueSurge Shows`. Any accessible path is valid; shows on network shares work but are slower to open. For live-event reliability, keep shows and referenced media on local storage.

Media Path Resolution

Cues store media as an absolute path plus a relative path from the show file's directory. On open, CueSurge tries the absolute path first, then the relative path, then a Library lookup by filename. This means:

- A show and its `./media` folder can be moved to any path together without breaking references.
- Media saved into the Library will resolve on any machine that has the Library.
- Missing media shows a red indicator on the cue card and inspector.

`File → Repair Media Paths` opens a dialog that lists every unresolved media reference and lets you point CueSurge at a folder to search recursively.

File Corruption Recovery

If a show file fails to parse, CueSurge attempts to recover using the last auto-save snapshot for that path. A dialog reports what was recovered. If both the file and the snapshot are unrecoverable, the raw JSON is opened in a text editor for manual repair.

10. ATEM Switcher

CueSurge controls Blackmagic ATEM switchers over IP. Any ATEM model that supports the standard Ethernet control protocol is supported, including ATEM Mini, Mini Pro, Constellation 8K, and 2 M/E Constellation.

Connecting

1. Ensure the ATEM is on the same LAN as the CueSurge machine and has a reachable IPv4 address.
2. Open the ATEM view from the left NavRail.
3. Enter the ATEM's IP address in the Connection panel and click **Connect**.
4. The StatusBar's ATEM indicator turns green when the connection is established. Hover to see the detected model.

If the switcher is on a different VLAN from the CueSurge machine, work with your network admin to make sure the ATEM's control traffic is allowed between the two VLANs.

Four Action Kinds

ATEM cues send one of the following kinds:

- **Cut**: hard cut on the Program bus of the ATEM to the specified source.
- **Dissolve**: performs a Mix transition to the specified source with the currently-configured rate.
- **Sting**: performs a Stinger transition using the currently-loaded media player asset.
- **Transition Rate**: sets the rate (in frames) for the next Mix, Dip, Wipe, or DVE transition.
- **AUX Routing**: routes a specified source to a specified AUX output.
- **Fader Bar**: moves the fader bar to a specified position (0.0 to 1.0), for programmatic fader-driven transitions.
- **Macro**: runs a named ATEM macro by index or name.

Adding an ATEM Cue

1. Click + **More** at the top of the cue grid and choose **ATEM**.
2. Select the Kind in the Inspector.
3. Depending on Kind, additional fields appear: Source (for Cut/Dissolve/Sting/AUX), AUX Number (for AUX), Rate (for Transition Rate and Dissolve), Fader Position (for Fader Bar), or Macro (for Macro).
4. Give the cue a name that identifies the action for the operator (for example, *Cut to Cam 2, Sting to Sponsor Slate*).

Macros

Macros are authored on the ATEM itself using ATEM Software Control. CueSurge can enumerate macros from a connected switcher and offers them in the Macro Kind's dropdown. Macros run on the ATEM's own processor and are the fastest way to trigger complex sequences (multiple keyer changes, aux routes, and DVE moves) with one cue.

A Stack cue can chain a Cut, an AUX route, and a Macro on staggered offsets when a macro alone is not enough.

Constellation Integration

ATEM Constellation switchers support features beyond the smaller ATEMs. CueSurge exposes:

- **Live AUX routing:** change any AUX destination without opening ATEM Software Control.
- **Transition rate control:** set Mix or Dip rate per cue.
- **Stinger cues:** trigger the Media Player-based Stinger transition with a single cue.
- **Fader bar cues:** move the fader bar programmatically for manual-feel transitions triggered on GO.

Reconnection Behavior

The transport auto-reconnects if the switcher drops off the network. During disconnection, ATEM cues arm normally but display a red banner in the Inspector; firing an ATEM cue while disconnected queues it, and it fires as soon as the connection returns (up to a 5-second window).

For live production, verify the StatusBar's ATEM dot is green before showtime and monitor it throughout the event.

Saving an ATEM Preset

Save the current ATEM configuration (IP, macro list, transition rates) as a Preset via [Library → Presets → Save ATEM Preset](#). Load it into another show or on another machine via [Load Preset](#). Presets are portable across CueSurge installations.

ATEM in the iPad Remote

The iPad Remote's Cue List tab honors ATEM cues like any other cue. There is no dedicated ATEM tab on the iPad; use the Cue List to arm and fire ATEM actions from a tablet.

Best Practices

- Set the ATEM's IP as a DHCP reservation so the address never changes.
- Keep the ATEM on a wired connection, never Wi-Fi.
- Run ATEM Software Control alongside CueSurge only for authoring; close it during live to avoid contention.

- Use Macros for anything that needs frame-accurate multi-action timing on the ATEM side.
- Use Stack cues in CueSurge to coordinate ATEM with lighting, SQ, and GFX in one operator press.

Troubleshooting

- StatusBar shows red: the transport cannot reach the switcher. Ping the ATEM's IP from a Command Prompt to verify reachability, then check that no other software (ATEM Software Control, vMix, OBS ATEM plugin) is holding an exclusive session in some configurations.
- Cues fire but nothing changes on the ATEM: verify you are targeting the correct M/E on multi-M/E ATEMs. CueSurge defaults to M/E 1; the target M/E is set per cue in the Inspector.
- Macros don't appear in the dropdown: click **Refresh Macros** in the ATEM view; the switcher may not have finished syncing its macro list on connect.

11. Lighting

CueSurge treats lighting as a first-class cue type. It supports Art-Net and sACN transports; Philips Hue and other consumer-cloud lighting systems are not supported.

Set Up a Lighting Transport

1. Open the Lighting view from the left NavRail.
2. Click **Transports** → **Add Transport**.
3. Choose **Art-Net** or **sACN**.
4. Configure transport settings:
 - **Art-Net**: universe number (0-32767), destination IP (or broadcast), and network interface (defaults to auto).
 - **sACN**: universe number (1-63999), priority (0-200, default 100), and multicast/unicast mode. sACN uses IGMP multicast on 239.255.0.X by default.
5. Click **Enable**. The StatusBar's Lighting indicator turns green when the transport is bound.

Multiple transports on multiple universes are supported. A single show can drive four Art-Net universes and one sACN universe simultaneously.

Define Fixtures

A fixture is a named DMX device. On the Lighting view, click **Fixtures** → **Add Fixture** and configure:

- **Name**: operator-facing label (for example, *Stage Wash 1*).
- **Type**: from a built-in library (Wash, Spot, Beam, LED Par, LED Bar, Moving Head, Blinder, Strobe) or Generic.
- **Channel mode**: 3-channel RGB, 4-channel RGBW, 8-channel Wash+Movement, etc. Custom personalities are supported by entering a channel-map JSON.
- **Universe**: which transport universe the fixture is patched on.
- **Start address**: the DMX start address on that universe (1-512).

The Fixtures panel shows a channel-usage grid so it is obvious when addresses overlap.

Define Groups

Groups are named collections of fixtures. Click **Groups** → **Add Group**, name the group, and add fixtures. Groups make scene authoring faster:

- *Stage Wash* group with all wash lights.

- *Confidence Lights* group with the on-stage confidence monitor lighting.
- *House* group with the audience lighting.

Groups can be nested (a group can contain other groups). A fixture can belong to any number of groups.

Define Scenes

A scene is a named DMX snapshot. Scenes are what Lighting cues actually recall.

1. Click **Scenes** → **Add Scene**.
2. Name the scene (for example, *Walk-In, Speaker Pool, Full House*).
3. Adjust fixture or group values in the mixer panel. Colors, intensity, and pan/tilt update the scene in real time.
4. Click **Save**. The scene is written to the show file.

Scenes are stored as DMX value snapshots (universe + address + value), not as fixture-parameter references, so scene recall is consistent even if a fixture personality is later changed.

Live Editing With Blind Mode

Blind mode lets you edit a scene without affecting the current live output. Toggle Blind in the Scenes toolbar; changes are held until you click **Update Live**. Useful for programming during a show without disturbing the current look.

Add a Scene Cue

1. Click **+ More** at the top of the cue grid and choose **Lighting**.
2. In the Inspector, choose the Scene from the dropdown.
3. Set **Fade Time** in milliseconds. A fade of 0 ms snaps.
4. Optionally toggle **Snap** to override the fade time on this cue only.

Lighting cues can be combined with any other cue via Stack (Section 4) to synchronize a look change with video or audio.

Fade Curves

Fades use an eased curve by default (cosine ease-in-out). To use a linear fade, toggle **Linear Fade** on the cue. Curve preferences are per-cue; there is no show-wide default.

Master and Grand Master

The Lighting view exposes:

- **Grand Master**: a proportional multiplier applied to every fixture's intensity channel. Great for house-lights-up at end of show.

- **Blackout:** sets every channel to 0 immediately, overriding any playing scene. Blackout is a toggle; releasing it restores the last output.

Both Grand Master and Blackout can be bound to Stream Deck, MIDI, or OSC.

Saving a Lighting Preset

To reuse a rig configuration (transports, fixtures, groups, scenes) across shows, click **Save Lighting Preset** on the Lighting view. The preset appears in [Library → Presets](#) and can be loaded into any new show. Presets are portable across machines.

Transport Failure Behavior

If a transport loses its network binding, the StatusBar Lighting dot turns amber. The engine keeps the last-output DMX frame in memory and resumes sending as soon as the binding recovers. This means a brief switch reboot will not black out the rig.

Best Practices

- Use sACN for large rigs; Art-Net for small setups or when the console is Art-Net-only.
- Assign priority 100 or higher on sACN if another controller is on the network (a lighting console or a MediaMation server).
- Program scenes at low intensity first, then push Grand Master up to production levels.
- Save a Preset per venue; each venue's rig can be loaded before showtime.

12. Stream Deck

CueSurge integrates directly with Elgato Stream Deck hardware through the official CueSurge plugin. Setup is one-time; every subsequent launch of CueSurge auto-connects to the plugin.

Requirements

- Elgato Stream Deck desktop application, version 6.5 or later.
- An Elgato Stream Deck hardware unit (Mini, MK.2, XL, Plus, or +).
- CueSurge running on the same machine as the Elgato desktop app.

Install the Plugin

1. In any web browser, go to cuesurge.com/streamdeck and click **Download Plugin**.
2. Double-click the downloaded file. The Elgato Stream Deck app opens and prompts you to install the CueSurge plugin. Click **Install**. The installer handles everything, including relaunching the Elgato app if needed.
3. Launch CueSurge. The Stream Deck view in the NavRail shows **Connected** once the plugin has paired.

Auto-Connection

Once installed, the plugin pairs with CueSurge automatically any time both apps are running on the same PC. There is no URL to enter, no code to paste, and no login. If either app is restarted the plugin re-pairs on its own within a few seconds.

Assigning Actions

In the Elgato Stream Deck desktop app, expand the **CueSurge** plugin category in the right-hand action panel. Drag any action onto a Stream Deck button. The action's inspector on the right lets you configure per-action options (for example, the target jump cue, or the timer duration).

The 42 Actions

Actions are grouped by category.

Transport

- GO
- GO ALL (fires all playing on every bus resume as needed)
- Pause
- Resume

- Restart
- Stop
- Prev (arm previous)
- Next (arm next)
- Jump to Cue (configurable target)

Program Routing

- Route All to P1
- Route All to P2
- Route All to P3
- Route All to P1+P3
- Route All to All

Screen State

- Black Screen (blackout current bus)
- Clear Black (restore)
- Toggle Logo (composite logo overlay)
- Presenter Toggle (switch between presenter and content views)
- Confidence Toggle (blank or restore confidence bus)

Audio

- Master Vol Up
- Master Vol Down
- Mute P1
- Mute P2

Spotify

- Spotify Play/Pause
- Spotify Next
- Spotify Prev
- Spotify Vol Up
- Spotify Vol Down

Quick Timer

- Quick Timer 1m
- Quick Timer 2m
- Quick Timer 3m
- Quick Timer 5m

- Quick Timer 10m
- Quick Timer 15m
- Quick Timer 20m

Timer Adjustment

- Timer Minus 5m
- Timer Minus 10m
- Timer Minus 15m
- Timer Clear
- Timer Fire (configurable which timer)
- Timer Adjust (configurable delta and target)

Button Feedback

Every action's button image reflects live show state. GO shows the name of the armed cue; Route All chips show a green highlight on the currently active bus; timer buttons show remaining time in real time; Spotify Play/Pause reflects the actual playback state on the desktop client.

Layers / Profiles

Use Elgato's native folder feature to build multiple layers: a Live layer with GO/Next/Prev on the top row, a Backup layer with Blackscreen and Timer emergency controls, and a Video Wall Test layer with the Route All buttons.

Troubleshooting

- **Plugin does not connect:** make sure both the Elgato Stream Deck app and CueSurge are running on the same PC. If the Stream Deck view in CueSurge still shows Disconnected, restart CueSurge, then restart the Elgato Stream Deck app.
- **Plugin install fails:** reinstall the plugin from cuesurge.com/streamdeck . If a previous version is already installed, open the Elgato app's Plugin Manager and remove the CueSurge plugin before reinstalling.
- **Buttons show no icons:** reinstall the plugin from cuesurge.com/streamdeck . This refreshes the button artwork.
- **Actions do nothing:** confirm CueSurge's Stream Deck view says Connected. If it says Disconnected, restart CueSurge; pairing re-establishes automatically.

Uninstalling the Plugin

Open the Elgato Stream Deck app, navigate to Plugin Manager, and remove the CueSurge plugin. This does not affect CueSurge itself; the app runs normally with or without a Stream Deck present.

13. iPad Remote

The iPad Remote is a browser-based operator surface served by CueSurge over the LAN. Any tablet or laptop on the same network can connect; there is no app to install.

Connecting

1. Ensure the iPad and the CueSurge machine are on the same LAN (or the same Wi-Fi SSID). Guest networks that isolate clients will not work.
2. On the iPad, open Safari and go to the URL shown in the CueSurge StatusBar's iPad Remote indicator on the host machine. The URL ends in `/pad`.
3. Enter the PIN when prompted. The PIN is displayed in the same StatusBar item and rotates on every launch of CueSurge.

Add the URL to the iPad Home Screen (via Share → Add to Home Screen) to run the Remote in fullscreen kiosk mode with no browser chrome.

PIN Gating

The Remote is PIN-gated to prevent accidental takeover if the URL leaks off the LAN. The PIN is a four-digit number generated on CueSurge launch. To rotate the PIN mid-session, click **Regenerate PIN** in the StatusBar's iPad Remote menu. Existing connected sessions are dropped.

Seven Tabs

The Remote is organized as seven horizontally-tabbed views.

Show Control

The primary operating surface. Contains:

- The **monitor wall**: four large tiles for Preview, TAKE, Program, and Confidence. Tap TAKE to fire the armed cue. Tap Program or Confidence to jump those buses.
- A **Quick Timers** grid: 1m, 2m, 3m, 5m, 10m, 15m, 20m one-tap buttons.
- **Master volume** slider and a docked Spotify controller (Play/Pause, Next, Prev, Volume).
- Cue name display for the armed and playing cues.

Cue List

Full cue grid mirrored from the host. Tap a cue to arm; tap TAKE (in the Show Control tab) to fire, or double-tap to fire per the Instant playback mode. Section groups collapse and expand as on the host.

Media

Live Library browser scoped to the Media tab. Drag any card onto the Show Control monitor wall's Preview, Program, or Confidence tile to send it live from the iPad.

Lower Thirds

Dedicated GFX control:

- Recall any Lower Third cue from the show.
- Edit Name and Title in place and Take On.
- **CLR** button that mirrors the `Ctrl + Shift + L` blank-text action for Lyric cues.
- Take Off buttons for each currently displayed overlay.

Timers

Every timer cue in the show, plus a Quick Timer pad. Timers can be started, paused, adjusted (+/- 30s, +/- 1m, +/- 5m), and cleared. The Master Timer displays in a large readout so it is legible from across a control booth.

Outputs

Program bus routing. Every cue's target can be changed here, and Bulk Target is available. The output windows can be shown, hidden, and pinned from the iPad.

Settings

Admin controls:

- **STREAM** button: start/stop all streaming destinations.
- **RECORD** button: start/stop the current recording.
- **SHARE PHONE CONTROL QR**: displays a QR code that links to the Phone Remote so any phone in the room can scan it and get the big GO button.
- **Regenerate PIN**: rotates the PIN and drops existing sessions.
- **Disconnect All**: disconnects every Remote session.
- **Session Info**: shows connected client IPs and their last-active time.

Multiple Simultaneous Clients

Multiple iPads or phones can connect to the same CueSurge host at the same time. State is synchronized live; a cue armed on one client is armed on all clients. This is the standard configuration for shows with an assistant director or a stage manager on their own tablet.

Latency and Reliability

Remote actions round-trip in under 50 ms on a healthy LAN. If the LAN drops:

- The Remote UI shows an amber banner indicating loss of connection.

- Playback on the CueSurge host is unaffected. The host continues running any live cues.
- Reconnection is automatic when the LAN returns.

Kiosk Mode

For a permanent iPad-mounted operator position, add the Remote URL to the Home Screen. When launched from the Home Screen icon, Safari runs in fullscreen without browser chrome, and the tab bar is preserved across the top of the Remote UI.

Wi-Fi Best Practices

- Use a dedicated 5 GHz SSID for operator devices; keep guests on a separate SSID.
- Disable client isolation (also called AP isolation) on the AP.
- Prefer wired Ethernet for the CueSurge host; Wi-Fi is acceptable for the tablet.

Security Note

The Remote is HTTP by default. If you need HTTPS (for example to load the Remote in a modern browser that requires secure origins for some features), enable HTTPS in [Preferences → Network](#). A self-signed certificate is generated on first launch; you will need to accept it in the iPad browser once.

14. Phone Remote

The Phone Remote is a mobile-optimized view designed for phones and pocket-sized devices. It gives any operator or presenter in the room a one-tap GO surface plus minimal cue-list navigation.

URL

The Phone Remote's URL is displayed in the CueSurge StatusBar and ends in `/go`. To make it easy to share with a presenter, use the **SHARE PHONE CONTROL QR** button on the iPad Remote's Settings tab; the presenter scans the QR to open the URL directly on their phone.

UI Layout

- **Top strip:** current show title and connection indicator.
- **Cue List** (scrollable): every cue in the show, condensed to a single-line label plus type icon. The armed cue is highlighted; playing cues have a red dot.
- **Big GO button:** a fixed bottom-of-screen button that fills roughly one third of the display. Tap to fire the armed cue.
- **Prev / Next:** two smaller buttons flanking GO for arming previous or next cue.

PIN

Like the iPad Remote, the Phone Remote is PIN-gated. The PIN is the same across both surfaces; a client enters it once per session. Presenter phones typically enter the PIN once at the start of the show and remain connected throughout.

Common Uses

- **Presenter self-advance:** a keynote speaker holds their own phone and taps GO to advance their slides.
- **Backup operator:** a second operator (stage manager, assistant) holds a phone as a redundant GO surface in case the main operator is interrupted.
- **House music control:** a runner near the front of house can use their phone to fire the walk-in loop stop cue at the top of the show.

Access Control

Any Phone Remote client with the PIN can fire cues. There is no read-only mode; giving out the URL and PIN is equivalent to giving out live show control. For presenters who should not be able to change cues, hand them the URL and PIN just before their session and rotate the PIN afterwards from the iPad Remote's Settings tab.

Home Screen Install

On iOS Safari or Android Chrome, add the Phone Remote URL to the Home Screen. When launched from the Home Screen icon, the Remote runs fullscreen without browser chrome, and the big GO button expands to fill the available screen.

Landscape and Portrait

The Phone Remote layout adapts to orientation. Portrait shows the cue list above the GO button; landscape shows the cue list on the left and the GO button on the right, sized to be comfortable for a thumb.

Vibration Feedback

On supported devices, GO taps produce a short haptic pulse to confirm the fire. Vibration can be disabled in the Phone Remote's Settings menu (three-dot icon in the top strip).

Battery Considerations

The Phone Remote keeps the screen awake while connected to preserve one-tap responsiveness. This drains battery faster than idle. For long shows, keep the phone plugged in, or reduce the screen brightness.

Latency

Phone GO taps round-trip in under 50 ms on a healthy Wi-Fi LAN. If the LAN degrades:

- The Phone Remote UI shows an amber banner.
- Playback on the CueSurge host is unaffected.
- Firing a cue while disconnected produces a red toast; the cue does not fire.

Multiple Phones

Multiple phones can be connected simultaneously. Every phone sees the same cue list state; a cue armed on one phone is armed on all. This is safe for shows with multiple presenters who each hold a phone; only the currently armed cue can be fired, so two presenters cannot double-fire.

Comparison to iPad Remote

FEATURE	PHONE REMOTE	IPAD REMOTE
Big GO button	Yes	Yes (Show Control tab)
Cue list navigation	Yes	Yes
Monitor wall	No	Yes
Media browser	No	Yes
Lower thirds control	No	Yes
Timer control	No	Yes
STREAM / RECORD	No	Yes

Best Practice

For an operator running the show alone, use the CueSurge host directly. For an operator with a presenter, hand the presenter the Phone Remote for self-advance. For a two-operator setup, give the assistant the iPad Remote for full parity with the host.

15. MIDI and OSC

CueSurge accepts input from MIDI controllers and OSC-capable devices. Any action or cue in the show can be mapped to a MIDI note, MIDI CC, or an OSC address.

Where Mappings Live

All mappings are managed in the **Control** view, opened from the left NavRail. The Control view has three sections:

- **MIDI Devices:** connected MIDI input devices.
- **OSC Address Book:** OSC endpoints and mappings.
- **Address Book:** named PTZ cameras, network devices, and other resources referenced by cues.

MIDI Input Setup

1. Connect a MIDI controller via USB (or a USB-MIDI interface for legacy 5-pin devices).
2. Open the Control view. Detected devices appear under MIDI Devices with an **Enable** toggle.
3. Enable the device to start listening for messages.

Mapping MIDI

1. Click **Add MIDI Mapping**.
2. Click **Learn**, then press a note or move a fader on the controller. CueSurge captures the MIDI message details (channel, note number or CC number, type).
3. Choose the target:
 - **Action:** any built-in action from the same catalog as Stream Deck. GO, Stop, Next, Prev, Blackscreen, Timer Fire, Route All to P1, etc.
 - **Cue:** a specific cue by ID. The mapping fires the referenced cue when triggered.
 - **Fader Bind:** for CC messages, bind to master volume, Grand Master, or an ATEM fader.
4. Save.

Multiple mappings can bind different messages to the same target. Removing a mapping does not affect other mappings.

Supported MIDI Message Types

- Note On (with configurable velocity threshold).
- Note Off.
- Control Change (CC).

- Program Change.

Aftertouch, Pitch Bend, and SysEx are not currently mapped.

OSC Server

CueSurge listens for standard OSC 1.0 messages on the LAN. The exact incoming address is shown in the Control view's OSC panel and is what you enter into your OSC-sending device.

Mapping OSC

1. Open the Control view and click **Add OSC Mapping**.
2. Enter an OSC address pattern (for example, `/cuesurge/go` or `/theater/blackout`).
3. Choose the action or cue to fire.
4. Optionally set a value filter (for example, fire only when the payload equals `1`).

OSC address patterns support wildcards (`*`) and alternation (`{a,b,c}`) per the OSC specification, so a single mapping can respond to a family of addresses.

OSC Out

CueSurge can also send OSC messages on cue events. In the **OSC Output Bindings** panel, add an entry that sends a message to a target IP and port when a specific action fires. Useful for coordinating a light board or a media server that speaks OSC in the opposite direction.

Address Book

The Address Book stores named resources referenced by cues:

- **PTZ Cameras:** name, IP, protocol (VISCA-over-IP, ONVIF, NDI PTZ), and credentials. PTZ cues reference cameras by name.
- **Network Devices:** named endpoints for reference. Not currently used by cues but visible in tooltips.
- **OSC Endpoints:** named outbound destinations reused across OSC Output Bindings.

Example MIDI Mappings

- A Novation Launchpad grid, one pad per section header for jump-to-section shortcuts.
- A BCF2000 fader bank bound to master volume, ATEM fader, and Grand Master.
- An M-Audio pedal (footswitch reporting Note On) bound to GO for hands-free advance during a lecture.

Example OSC Mappings

- A stage manager's TouchOSC layout sending `/cuesurge/go` from an iPad running TouchOSC.

- A show-controller (QLab, Cinegy, TechRider) sending `/cuesurge/section/<name>` to jump CueSurge to a named section.
- A Companion instance forwarding button presses to `/cuesurge/action/<name>`.

Debugging Mappings

The Control view has a **Monitor** panel that logs every inbound MIDI and OSC message in real time, showing the raw payload and the mapping that matched. Use this to diagnose why a mapping is not firing:

- Message did not arrive: check network/USB connection and the device's Enable state.
- Message arrived but no mapping matched: verify the address pattern or MIDI channel exactly.
- Mapping matched but nothing happened: verify the target action or cue exists.

Latency

MIDI messages fire in under 5 ms end-to-end from device to CueSurge action. OSC fires in under 10 ms on a healthy LAN. If you observe higher latency, check for network congestion or a busy USB hub between the MIDI device and the host.

Saving Mappings

MIDI and OSC mappings are saved in the show file, not globally. To reuse a control layout across shows, save it as part of a Template (see Section 8) or as a Preset via `Library → Presets → Save Control Preset`.

16. Streaming Out

CueSurge streams program buses to any combination of YouTube, RTMP, and SRT destinations in parallel. Encoding uses NVIDIA NVENC when available.

The Streaming View

Open the Streaming view from the left NavRail. It has three regions:

- **Destinations grid:** cards for each configured destination, showing status, elapsed time, bitrate, and health.
- **Encoder settings:** shared encoder configuration (source bus, resolution, framerate, bitrate, NVENC device).
- **Start All / Stop All:** master toggles that operate on every destination simultaneously.

Add a Destination

1. Click **+ Add Destination** and choose the type:
 - **YouTube:** pastes an RTMP URL and stream key from YouTube Studio.
 - **RTMP:** generic RTMP push to any endpoint (Twitch, Facebook Live, Restream, self-hosted).
 - **SRT:** SRT push (caller mode) to an SRT-capable endpoint.
2. Enter the URL and, for RTMP, the stream key.
3. Give the destination a display name (for example, *YouTube Main*, *Twitch Backup*).
4. Set the source bus: Program 1, Program 2, or Confidence.
5. Save.

Configure the Encoder

The encoder is shared across destinations that use the same source bus. Configure:

- **Resolution:** 720p, 1080p, 1440p, or 2160p. Most destinations top out at 1080p.
- **Framerate:** 24, 25, 30, 50, 60.
- **Bitrate:** 2000-25000 kbps. Recommended defaults: 4500 kbps for 1080p30, 6000 for 1080p60.
- **Codec:** H.264 (NVENC) or H.265 (NVENC HEVC). YouTube supports both; older RTMP endpoints may only support H.264.
- **Keyframe interval:** 2 seconds is the default and works with all major destinations.
- **Audio bitrate:** 128 or 192 kbps.

NVENC GPU Picker

If the CueSurge host has multiple NVIDIA GPUs, the **NVENC device** dropdown lets you pin encoding to a specific card. Common configurations:

- Single GPU: leave on Auto.
- Two GPUs (one for display, one for encoding): assign the encoder to the non-display GPU.
- Multi-stream shows with heavy playback load: distribute streams across GPUs by assigning different destinations to different NVENC devices.

If no NVIDIA GPU is present, CueSurge falls back to software H.264 encoding (libx264). Software encoding uses more CPU and is capped at 1080p30 by default.

Start All / Stop All

Start All begins streaming to every configured destination simultaneously. **Stop All** ends every stream. The buttons also appear on the iPad Remote's Settings tab under STREAM.

Individual destinations can be started or stopped separately from their card in the destinations grid.

Destination Card Details

Each destination card shows:

- **Status:** Idle, Connecting, Live, Error.
- **Elapsed:** hh:mm:ss since Start.
- **Bitrate:** current outbound bitrate in kbps.
- **Health:** green (nominal), amber (dropped frames), red (extended dropout or disconnect).
- **Retry count:** how many times the destination has reconnected.

A destination in Error state retries automatically with exponential backoff up to 60 seconds. Click **Retry Now** on the card to force an immediate attempt.

Streaming Multiple Programs

To stream Program 1 to YouTube and Program 2 to Zoom simultaneously:

1. Add a YouTube destination with source bus **Program 1**.
2. Add an RTMP destination pointing at your Zoom RTMP endpoint with source bus **Program 2**.
3. Start All.

Each program bus is encoded independently. NVENC devices should be assigned carefully in multi-stream configurations to avoid oversubscribing a single GPU.

Stream Preview

Each destination card has an inline preview of what is being sent. Click the card to expand to a full-tile preview alongside the encoder stats.

Reliability Practices

- Test every destination with a rehearsal stream 30 minutes before showtime.
- Use a bonded uplink (cellular + fiber) via a bonded-router appliance if the venue's WAN is unreliable.
- Confirm the CueSurge host's outbound bandwidth is at least 1.5x total stream bitrate.
- For YouTube: enable Auto-Start and Auto-Stop in the YouTube Studio broadcast configuration so the broadcast follows CueSurge's Start/Stop actions.
- For SRT: configure the receiver in listener mode and CueSurge in caller mode; monitor the SRT stats overlay on the receiver for RTT and packet loss.

Streaming and Recording Together

Streaming and Recording run independently. You can record locally while streaming to any number of destinations. See Section 17 for recording details.

Troubleshooting

- **Destination never goes Live:** double-check the URL and stream key from the source platform's dashboard. If those are correct, ask your IT team whether the venue's firewall allows outbound streaming traffic; some corporate networks block RTMP or SRT by default.
- **Dropped frames:** reduce bitrate, reduce framerate, or move encoding to a less-loaded GPU.
- **Audio and video out of sync:** verify the source bus has clean audio; audio drift is almost always a source problem, not an encoder problem.
- **NVENC unavailable:** update the NVIDIA driver to the latest Studio or Game Ready release and reboot; on multi-GPU systems verify the encoder GPU has NVENC in its silicon feature set.

17. Recording

CueSurge records program buses to local disk as MP4 files. Recording is independent of streaming and can run in parallel.

The Recording View

Open the Recording view from the left NavRail. It shows:

- Target drive picker.
- Filename template.
- Source bus.
- Encoder settings (mirrors streaming defaults).
- A large **Start Recording** button.
- An active-recording monitor with elapsed time, file size, and current bitrate.

Pick a Target Drive

1. Click **Choose Folder** in the target drive picker.
2. Select an external drive or a fast local folder. External SSDs over USB 3.2 or Thunderbolt are recommended for reliable long-form recording.
3. The picker displays the drive's free space, sequential write speed (measured on first pick), and a warning if free space is under 5 GB or write speed is under 100 MB/s.

Avoid recording to network drives, spinning disks over USB 2.0, or the same drive that hosts CueSurge itself. If the target drive falls behind, CueSurge inserts a red banner in the StatusBar and the recording continues on best-effort with dropped frames noted in the log.

Filename Template

The default template is `<show-name>-<yyyy-mm-dd>-<hh-mm>.mp4` . Available tokens:

- `<show-name>` : the current show file name, or *UNTITLED*.
- `<yyyy-mm-dd>` : date.
- `<hh-mm>` , `<hh-mm-ss>` : time.
- `<bus>` : the source bus label (Program 1, Program 2, Confidence).
- `<take>` : a session-scoped take number starting at 001.

Multi-bus recordings write one file per bus using the same template; the `<bus>` token disambiguates.

Choose the Source Bus

You can record any single program bus, or record multiple buses simultaneously by adding additional recording configurations:

- **Program 1:** audience feed. Most common recording source.
- **Program 2:** streaming feed. Recording this feed captures exactly what was sent to the broadcast.
- **Confidence:** rarely recorded; useful for archiving the operator-visible cue timing.

Click **Add Recording** to add a second concurrent recording of a different bus.

Encoder Settings

Recording uses NVENC by default and defaults to higher bitrate than streaming, since local disk write is cheaper than network egress. Recommended defaults:

- 1080p60: 20000 kbps H.264 or 12000 kbps H.265.
- 1080p30: 12000 kbps H.264 or 8000 kbps H.265.
- 2160p60: 45000 kbps H.265 (H.264 not recommended at 2160p).

Audio is encoded as AAC 192 kbps stereo.

Start Recording

Click **Start Recording**. The button turns red and displays a pulsing dot. The active-recording monitor updates every second with:

- Elapsed time.
- File size, updated live.
- Current bitrate.
- Dropped-frame count.

Click **Stop Recording** to finalize. The MP4 is muxed and closed; a Reveal in Explorer button appears next to the finished file's entry in the recent recordings list.

From the iPad Remote

The iPad Remote's Settings tab has a **RECORD** button that mirrors Start/Stop on the host. Convenient for a stage manager who wants to arm the recording without touching the host machine.

Chunked Recording

For very long shows, chunked recording writes multiple files instead of one huge file. Enable **Chunk every** in the encoder settings and pick a duration (default 30 minutes). Files are numbered sequentially in the filename template. Chunking is seamless; no frames are lost at chunk boundaries.

Redundant Recording

To hedge against disk failure, add a second recording of the same bus targeting a different physical drive. Both recordings run in parallel; if one drive fills or fails, the other survives.

Recording File Format

- **Container:** MP4 (fragmented MP4 during write, remuxed to progressive MP4 on stop).
- **Video codec:** H.264 (default) or H.265.
- **Audio codec:** AAC.
- **Timecode:** embedded in the MP4 as an `edit list` starting at the show's local start time.

Files are compatible with any modern editor: Premiere Pro, DaVinci Resolve, Final Cut Pro, Avid.

Recovery on Crash

If CueSurge exits unexpectedly during a recording, the in-progress fragmented MP4 is left on disk. On next launch, CueSurge detects the fragment and offers to remux it into a progressive MP4. Choose **Recover**; the resulting file is playable up to the last complete fragment (typically the last few seconds are lost).

Best Practices

- Format the target drive as exFAT if it will be shared with editors on macOS; NTFS is fine for Windows-only workflows.
- Verify free space before showtime: 1 hour of 1080p60 at 20000 kbps is roughly 9 GB.
- Never record to the same drive as the show's media files; disk contention will drop frames.
- Do a five-minute rehearsal recording before showtime and open the file to verify playback.

18. Voice and AI

CueSurge includes two AI capabilities built into the app: on-device voice recognition for hands-free control and lyric auto-advance, and an AI show assistant that helps you draft agendas, cue lists, and proposals. Both are ready to use out of the box; there is no key to enter and no account to create.

What On-Device Voice Recognition Does

CueSurge listens through your chosen microphone and recognizes spoken cues locally on your PC. No audio is ever uploaded to a cloud service. The first time you turn a voice feature on, CueSurge downloads a small voice model in the background (roughly 250 MB); every session after that works fully offline.

Two features use the voice model:

- **Lyric Auto-GO:** listens for the vocalist and advances the armed Lyric cue to keep the lyrics in sync. Useful in worship contexts where the operator does not want to manually chase the vocalist.
- **Voice Remote:** accepts spoken commands like *go*, *next*, *stop*, or *blackout*. Useful for hands-free control while running cables during rehearsal.

Enabling Voice

1. Open the Voice + AI view from the left NavRail.
2. Under **Microphone**, choose the input device.
3. Toggle **Lyric Auto-GO** and **Voice Remote** independently.
4. The first time either is enabled, a progress bar shows the one-time voice-model download. After that, voice runs offline.

Voice control is opt-in per show; toggling it on for one show does not carry to other shows until explicitly enabled.

Voice Remote Commands

The built-in vocabulary:

- *go, fire, take:* GO.
- *stop, kill:* Stop all.
- *next:* arm next.
- *previous, back:* arm previous.
- *blackout:* blackscreen Program 1.
- *clear black:* restore.
- *next section:* jump to next section header.

- *timer one minute, timer two minutes, ...*: fire the matching quick timer.

Voice Remote confirms every recognized command with a brief chime and a corner toast so you know what was heard. False positives from ambient conversation are the main risk; enable **Push-to-Talk** in Voice + AI settings to require a hotkey held during recognition.

Lyric Auto-GO Details

When a Lyric cue is armed, enabling Lyric Auto-GO starts a recognition session scoped to the cue's slides. Recognized speech is matched against the slide text; when the match exceeds a confidence threshold for the next slide, that slide fires automatically.

The confidence threshold, match window (how many words ahead to look), and cooldown between auto-advances are configurable in Voice + AI settings. Defaults are conservative to avoid double-firing on repeated choruses.

Privacy

Voice recognition runs entirely on your PC. No microphone audio is sent to any external service. Turning voice off in the Voice + AI view stops any listening immediately.

The AI Show Assistant

The AI Show Assistant is a chat-style helper baked into CueSurge that can draft proposals, event agendas, and cue lists, and act as a co-pilot during show authoring by suggesting section structures or filling in cue names. It is a built-in product feature; there is nothing to install, configure, or sign in to. An internet connection is required.

Using the Assistant

1. Open the Voice + AI view.
2. Under **AI Show Assistant**, click **Open Chat**.
3. Type a request in plain English and press **Send**. Examples:
 - *Draft a two-hour town-hall agenda with Q&A at the end.*
 - *Create cues for a five-song walk-in loop that fades to blackscreen after the last song.*
 - *Rename every cue in the Sermon section to include the speaker name.*
4. The Assistant responds with a draft. Click **Apply** to merge suggested cues into the show, or **Copy** to paste elsewhere.

Assistant Changes to Your Show

When the Assistant proposes changes to the show, they are shown as a diff before anything is written. Nothing is applied without your explicit approval. Approved changes are undoable with **Ctrl** + **Z** like any other edit.

Offline Behavior

Voice recognition works fully offline. The AI Show Assistant needs an internet connection to reach its language model. If the CueSurge host is on an isolated show network, the Assistant is disabled and shows an amber banner explaining that it is offline; voice recognition is unaffected.

Best Practices

- Use the Assistant during authoring, not during a live show. Reaching the language model can take a moment; never rely on it mid-cue.
- Use Voice Remote in rehearsal first. If you need it in a live room, turn on Push-to-Talk so ambient audience noise cannot trigger a command by accident.
- Use Lyric Auto-GO only after verifying with the vocalist that they will sing the arrangement as written; unscripted ad-libs can confuse the matcher.

19. Wireless Presentation

CueSurge includes a ClickShare-style wireless presentation receiver. A guest presenter shares their screen from a laptop over the LAN, and CueSurge composites the shared screen to a designated program bus or output window.

Enable the Receiver

1. Open the Wireless Presentation view from the left NavRail.
2. Toggle **Enable Receiver**.
3. The view shows the guest URL and a QR code for easy sharing.

On first connect, a guest's browser may show a one-time certificate warning; the guest clicks through to continue. This is expected on a private LAN receiver.

Guest Workflow

1. Guest opens the URL in their laptop browser (Chrome, Edge, or Safari 15+).
2. Guest clicks **Share Screen**, then picks a screen, window, or browser tab in the browser's native picker.
3. The guest's shared content streams over the LAN to the CueSurge host.
4. The host displays the shared feed on the assigned output bus. Latency is typically 200-400 ms on a healthy LAN.

Sender Picker on the Host

The Wireless Presentation view shows a list of connected senders. Each sender is labelled by its device name (from the browser's user agent) plus a color chip. The host operator picks which sender is currently live using the **Take** button on each sender's row.

Only one sender is live at a time. Switching senders is instant. A sender that goes idle for more than 30 seconds is removed from the list; the guest simply re-clicks Share Screen to rejoin.

Real Fullscreen on Target Monitor

To send the wireless presentation to a specific monitor in real fullscreen (no window chrome, no other windows), CueSurge opens a fake-fullscreen popup sized to that monitor's bounds:

1. In the Wireless Presentation view, click **Fullscreen on Display**.
2. Pick the target display or program label (Program 1, Program 2, Confidence).
3. A frameless, always-on-top window opens on that display and fills its bounds.

This approach behaves reliably across mixed-DPI setups. The window can be dismissed via the operator's Wireless Presentation view or by pressing `Escape` on the host.

Program Bus Assignment

The wireless presentation feed can also be routed as a Source cue-style feed to a program bus. In Preferences → Wireless Presentation, choose a default bus (Program 1, Program 2, Confidence, or None). Setting a default bus means every Take on a sender pushes to that bus automatically without opening a fullscreen popup.

Multiple Senders in Waiting

Up to eight senders can be connected in the waiting list simultaneously. This is useful for panel formats where multiple presenters take turns sharing. The host operator switches between them without any guest re-connecting.

Guest Audio

Guest audio (shared from the guest's tab or screen) is delivered alongside video and routed to the same output as the video. Audio can be muted per sender from the sender's row in the host view.

PIN / Password Gating

By default the receiver is open on the LAN. Enable PIN gating in `Preferences → Wireless Presentation`; connecting senders must enter a four-digit PIN displayed on the host before Share Screen becomes available. The PIN rotates on every CueSurge launch or on click of **Regenerate PIN**.

QR Sharing

The QR code on the Wireless Presentation view links to the guest URL directly. Guests scan with their phone camera to open the URL on that device, or the host can show the QR on a screen for a room full of potential presenters to scan simultaneously.

Network Requirements

- Guests and the CueSurge host must be on the same LAN segment.
- If the CueSurge machine has a strict firewall, make sure CueSurge is allowed to accept LAN connections (Windows usually prompts on first launch).
- Client isolation on the access point will block guest connections; ask your IT team to disable it for the presenter SSID.

Comparison to ClickShare / Solstice / AirMedia / Vivi

CueSurge's Wireless Presentation is software-only and does not require a hardware receiver box. Trade-offs:

- No hardware to buy or maintain.
- Uses the host machine's network and GPU for reception; a busy host affects latency.
- No physical button remote; senders always control from their laptop or phone.

For dedicated conference rooms with heavy wireless-presentation traffic and no live-event operator, a hardware receiver is still the better fit. For live-event contexts where the operator is already at a CueSurge host, this integrated receiver eliminates a separate box.

Wireless Presentation Presets

Save a wireless presentation configuration (bus assignment, PIN policy, sender friendly names) as a Preset via [Library → Presets → Save Wireless Preset](#) . Load into another show for repeatable venue setups.

Troubleshooting

- **Sender cannot connect:** verify the guest can reach the URL from their laptop's browser. Client isolation on the access point is the most common blocker; ask IT to disable it for the presenter SSID.
- **Sender connects but no video:** the browser's screen-capture permission was denied. The guest should click Share Screen again and grant permission when the browser prompts.
- **Certificate warning does not clear:** the guest's browser has a strict policy for private-network certificates. Click through the warning; on Safari, tap **Advanced** and then **Continue**.

20. Preferences

Preferences is opened from the gear icon in the top-right of the CueSurge window. Settings are organized into five sections that apply globally to the application.

Appearance

Controls the visual look of the operator interface.

- **Theme:** Light or Dark. The theme also has a toggle in the top bar for one-click switching without opening Preferences.
- **Custom Background:** choose a custom image or solid color for the CueSurge application background. Useful for branding a control-room screen. The custom background does not affect any program bus output; it is purely operator-interface chrome.
- **Accent Color:** chooses the color of active-state indicators (armed cue borders, playing dots, focus rings). Defaults to red.

Interface

Density, layout, and touch behavior.

- **Desktop / Touch mode:** Desktop uses standard hit-target sizes for mouse operation; Touch increases button padding, cue-card spacing, and scroll grip sizes for finger operation on an iPad or on-site touch panel. This is a per-machine setting; the choice does not save into the show file.
- **Section Break Height:** pixel height of the space between sections. Range 16-64 px. Higher values make section boundaries more scannable at a glance; lower values pack more cues on screen.
- **Clear Screen Output:** what appears on a program bus when nothing is playing. Options are Black, White, Logo, or BG (a solid color specified in Appearance). Blackscreen cues also honor this setting.
- **Cue Card Bar:** Standard (full quick-controls visible), Compact (icons only), Off (name and duration only). Off yields the densest cue list.
- **Show Preview Monitor:** hide the Preview monitor tile if you never use arm-then-GO workflow (useful for Instant playback mode users).
- **Confirmation Delay:** milliseconds before a Confirmation-mode confirm chip auto-dismisses. Default 3000.

Playback

Controls how GO behaves globally.

- **Playback Mode:** Standard, Confirmation, or Instant (see Section 5).

- **Space Bar Fires:** on by default. Turn off if you prefer a Return-key primary fire in a non-standard control setup.
- **Presenter Clicker Compatibility:** on by default. Maps PageUp/PageDown to previous/next fire so a standard presenter clicker works.
- **Escape Stops All:** on by default. If disabled, Escape only closes dialogs.
- **Auto-advance Delay Default:** default delay (in ms) for Section groups with Auto-Advance enabled.
- **Cross-fade Default:** default transition duration for Video and Slide cues.

Outputs

Program bus configuration and transport enablement.

- **Program 1 Label, Program 2 Label, Confidence Label:** rename each bus globally. Common labels: Audience, Zoom, Teams, Recording, In-Room.
- **Window Output** per bus: on/off. When on, a bordered output window is available; when off, only NDI, DeckLink, or window capture are used.
- **NDI Output** per bus: on/off, with an editable NDI source name. Defaults to `CueSurge - <label>`.
- **DeckLink Output** per bus: on/off, with card and connector selection. Multiple DeckLink cards are enumerated.
- **Preferred Display** per bus: pin the output window to a specific display index. Persists across launches.
- **Output Resolution:** force a specific resolution for the output window. Auto matches the display's native resolution.
- **Clear Screen Output** (also in Interface): affects both operator-visible previews and live output.

Library

Library display and behavior.

- **Card Size Slider:** 160-480 px, matching the slider in the Library toolbar.
- **Hover Preview:** on/off for the hover-to-preview behavior. Disable for a lower-resource operator machine.
- **Auto-import Watched Folder:** choose a folder that CueSurge monitors; any new file dropped into it is auto-imported to the Library's Media tab.
- **Thumbnail Regeneration:** click **Rebuild All** to regenerate every thumbnail. Useful after a fresh install or a hardware change.

Network

Controls how CueSurge exposes its remote surfaces on the LAN.

- **Network Interface:** which network adapter to use when your machine has more than one (for example, a wired production LAN and a separate Wi-Fi adapter). Choose the interface your iPad and presenter phones will connect on.

- **Secure Remotes:** turn on to require HTTPS for the iPad and Phone Remote URLs. Recommended when the LAN carries any traffic you do not fully trust.
- **PIN Length:** 4 or 6 digits for the iPad and Phone Remote PIN.

AI

Settings for on-device voice and the AI Show Assistant.

- **Assistant Model Tier:** choose **Fast** for shorter drafts and quicker replies, or **Quality** for longer, more detailed drafts. **Balanced** is the default.
- **Voice Model Size:** Small (fastest), Medium (default), Large (most accurate, slowest to load).
- **Push-to-Talk Key:** bind a hotkey that must be held for Voice Remote to accept commands.

Advanced

Advanced settings for troubleshooting.

- **Enable Diagnostic Log:** writes extra detail to CueSurge's log file. Use only when support asks for it; leave off for daily operation.
- **Show FPS Overlay:** on-screen frame-rate counter for the operator interface. Useful for diagnosing a laggy machine.
- **Hardware Acceleration:** on by default. Disable only if you observe rendering artifacts.
- **Reset Preferences:** restores all Preferences to defaults. Show files, Library, and presets are not affected.

Backing Up Preferences

To copy your operator configuration to another machine, use **Export Preferences** at the bottom of the Preferences window. This writes a single file you can move to a new PC and load with **Import Preferences**. Per-show settings live inside each `.cuesurge` file, not in Preferences.

21. Troubleshooting

Common problems and how to fix them. Entries are grouped by what you were doing when the problem appeared.

SmartScreen Warning During Install

Symptom: When you launch the installer, Windows displays *Windows protected your PC* and blocks it from running.

Fix: This warning appears on brand-new signed builds until Windows has seen enough downloads to trust them. Click **More info** in the dialog, then click the **Run anyway** button that appears. The installer is properly code-signed; if you want to double-check before continuing, right-click the installer, choose **Properties** → **Digital Signatures**, and confirm the signer is CueSurge.

Where Are My Recent Shows?

Symptom: You cannot find your last-opened show.

Fix: Recent shows live at the bottom of the left NavRail. Click any entry to reopen. You can also use **File** → **Open Recent** from the top menu. CueSurge intentionally launches on an empty show every time so you never inherit yesterday's state; Recent Shows is the fast way back.

Save Did Not Create an Undo Entry

Symptom: You pressed **Ctrl** + **Z** after saving and nothing happened.

Fix: This is by design. Saving is not an edit, so it is not on the undo stack. Undo affects only edits to cues, sections, and inspector fields. To roll back to a previously saved version of the show, use **File** → **Revert**.

Stream Deck Plugin Is Not Lighting Up

Symptom: You installed the CueSurge Stream Deck plugin but its buttons stay blank or do nothing.

Fix:

1. Make sure both CueSurge and the Elgato Stream Deck app are running on the same PC.
2. If the CueSurge Stream Deck view still shows *Disconnected*, restart CueSurge.
3. If it still does not connect, restart the Elgato Stream Deck app.
4. If the buttons stay blank, reinstall the plugin from cuesurge.com/streamdeck.

Output Window Opened on the Wrong Monitor

Symptom: You opened Program 1 (or Program 2, or Confidence) and it appeared on the wrong display.

Fix: Drag the output window to the display where you want it, then right-click its title bar and choose **Pin to this display**. CueSurge remembers the placement and returns the window there on every subsequent launch, even if the display order changes.

Audio Is Going to the Wrong Speaker

Symptom: A video plays but its audio comes out of a different device than you expected.

Fix: Every cue has its own **Audio Output** picker in the Inspector. Select the cue, open the Inspector, and choose the correct device from the Audio Output dropdown. To change the default for every new cue, open [Preferences → Playback → Default Audio Device](#) and set it once.

Nothing Plays When I Press Space

Symptom: A cue is selected and highlighted but pressing Space or clicking the cue does not send anything to the output.

Fix: Check your Playback Mode in [Preferences → Playback](#). In **Standard** mode, a cue must be *armed* first (green border), then fired with Space or the big TAKE button. If you want single-click firing, change the mode to **Instant**. If you want single-click with a confirm chip, use **Confirmation**. See Section 5 for the full explanation.

Fullscreen Does Not Cover the Whole Screen

Symptom: F11 engages fullscreen but part of the window still shows chrome, or fullscreen exits immediately.

Fix: Try Ctrl + Shift + F instead, which uses borderless fullscreen. Borderless works more reliably in multi-display live-event setups, especially when another app (like a game or a video wall driver) is also trying to claim the display.

ATEM Keeps Disconnecting

Symptom: The ATEM indicator on the StatusBar flips between green and red mid-show.

Fix:

1. Give the ATEM a fixed IP address (either a static IP on the switcher, or a DHCP reservation). A renewed DHCP lease briefly drops the connection.
2. Close any other app talking to the same switcher (a stray ATEM Software Control window, an OBS ATEM plugin, a legacy vMix connector). Some of these do not share cleanly.
3. Make sure the ATEM is on wired Ethernet, not Wi-Fi bridged.
4. Update the ATEM's firmware to the latest release.

Lighting Cues Do Nothing

Symptom: You added a Lighting cue but firing it does not change the rig.

Fix:

1. Open the Lighting view and confirm the Lighting indicator on the StatusBar is green. If it is gray or amber, no transport is bound; add or re-enable a transport.
2. For Art-Net rigs, confirm the destination address matches your rig. Broadcast targets need the correct network interface selected.
3. For sACN rigs, some managed switches drop multicast by default. Ask your IT team to enable IGMP snooping, or use Art-Net instead.
4. Restart CueSurge if a transport was previously bound but stopped responding.

Auto-Save Is Not Running

Symptom: You expected auto-save every five minutes but the show file has not been updated.

Fix: Auto-save writes to disk only after the show has been saved to a path at least once. Press **Ctrl** + **S** to establish the path; from that point on, auto-save takes over every five minutes.

iPad Remote Won't Connect

Symptom: The iPad reports the URL but the connection times out or the PIN screen never appears.

Fix:

- Make sure the iPad and the CueSurge PC are on the same LAN. Guest Wi-Fi networks and access-point client isolation are the two most common blockers.
- Try opening the same URL from a laptop on the same network. If the laptop also cannot connect, the problem is with the network, not the iPad.
- Ask your IT team to disable client isolation on the SSID your operator devices use.

Getting Support

For issues not covered here, contact support at support@cuesurge.com. Include:

1. The CueSurge version (visible in [Preferences → About](#)).
2. A short description of what you were doing and what happened.
3. A screenshot or short screen recording if the issue is visual.

If support asks for a diagnostic log, turn on **Enable Diagnostic Log** in [Preferences → Advanced](#), reproduce the problem, then use **Export Diagnostic Log** in the same panel to save a file you can attach to your reply.

22. Keyboard Shortcuts Reference

This section is the authoritative reference for every keyboard shortcut in CueSurge. Shortcuts are organized by category. Where a shortcut applies only in a specific view or state, the applicable context is noted.

Playback

SHORTCUT	ACTION	NOTES
Space	GO	Fire the armed cue and arm the next
Escape	Stop All	Stops every currently playing cue on every bus
ArrowUp	Arm previous cue	No fire
ArrowDown	Arm next cue	No fire
ArrowLeft	Fire previous cue	Presenter clicker
ArrowRight	Fire next cue	Presenter clicker
PageUp	Fire previous cue	Presenter clicker (alias)
PageDown	Fire next cue	Presenter clicker (alias)
Enter	GO (alternate)	Only when the main cue grid has focus

File

SHORTCUT	ACTION
Ctrl + N	New show
Ctrl + O	Open show
Ctrl + S	Save
Ctrl + Shift + S	Save As

Edit

SHORTCUT	ACTION
Ctrl + Z	Undo
Ctrl + Shift + Z	Redo
Ctrl + Y	Redo (alias)
Ctrl + C	Copy selected cue(s)
Ctrl + X	Cut selected cue(s)
Ctrl + V	Paste at caret
Ctrl + D	Duplicate selected cue(s)
Delete	Delete selected cue(s)
Backspace	Delete selected cue(s)
Ctrl + A	Select all cues
F2	Rename selected cue
Ctrl + F	Search cue list
Alt + ArrowUp	Move selected cue up
Alt + ArrowDown	Move selected cue down
Shift + Delete	Delete Section and children

Lyric-Specific

SHORTCUT	ACTION
Ctrl + Shift + L	Blank lyric text (keep background)
V	Jump to next Verse (when a Lyric cue is armed)
C	Jump to next Chorus (when a Lyric cue is armed)
B	Jump to next Bridge (when a Lyric cue is armed)
T	Jump to next Tag (when a Lyric cue is armed)

Display and Windowing

SHORTCUT	ACTION
F11	Real fullscreen (focused output window)
Ctrl + Shift + F	Borderless fullscreen toggle
Ctrl + 1	Open Program 1 output window
Ctrl + 2	Open Program 2 output window
Ctrl + 3	Open Confidence output window

Views

SHORTCUT	ACTION
Ctrl + L	Open Library view
Ctrl + K	Open Cue List view
Ctrl + ,	Open Preferences

Retargeting

SHORTCUT	ACTION
1	Retarget selected cue to Program 1
2	Retarget selected cue to Program 2
3	Retarget selected cue to Confidence
0	Retarget selected cue to All

Timers

SHORTCUT	ACTION
Ctrl + T	Open Quick Timer pad
Ctrl + .	Clear master timer

Streaming and Recording

SHORTCUT	ACTION
Ctrl + Shift + R	Toggle Recording
Ctrl + Shift + G	Toggle Streaming (Start All / Stop All)

GFX

SHORTCUT	ACTION
Ctrl + Shift + B	Blackscreen (Program 1 toggle)
Ctrl + Shift + C	Confidence Toggle (blank or restore)

Rebinding Shortcuts

Shortcuts are not currently rebindable in Preferences. To customize control, use the MIDI or OSC mapping systems (Section 15), which can trigger the same actions with any input device.

Modifier Key Notes

- All Ctrl-prefixed shortcuts also accept the Cmd key on remote-desktop or macOS-hosted sessions where applicable, but CueSurge is Windows-only and Ctrl is the canonical modifier.
- Shift-prefixed shortcuts are documented explicitly; if you see a shortcut without Shift, no Shift is required.
- Alt-prefixed shortcuts are limited to cue reordering; do not confuse with Windows menu-mnemonic Alt behavior.

Text Editing Context

When focus is inside a text input (a cue rename, a lyric slide, a search bar), the standard Windows text-editing shortcuts apply (Home, End, Ctrl+Left/Right, Shift-select, etc.). Playback shortcuts are suspended while a text input has focus so typing a lyric does not accidentally fire GO.

Chord and Sequence Shortcuts

CueSurge does not currently use chord shortcuts (a sequence of two key combinations pressed in order). Every shortcut listed above is a single simultaneous key combination.

Focus Rules

Global shortcuts fire regardless of which region has focus, except during text editing. Region-specific shortcuts (Lyric jump keys V/C/B/T, retarget digits 1/2/3/0) require the main cue grid or the associated view to have focus. Click on empty space in the cue grid to return focus if a shortcut appears not to fire.

Presenter Clicker Compatibility

Most wireless presenter clickers report their forward button as `PageDown` and their back button as `PageUp`. Some clickers offer a second mode that reports arrows; both work with CueSurge. If your clicker has a laser or blackscreen button that reports `Ctrl + Shift + B`, it will trigger the Blackscreen toggle for free.

Multi-Key Actions Not Covered Here

Advanced control (jumping to arbitrary cues, retargeting specific cues to specific buses, firing timers of arbitrary durations) is not available as a keyboard shortcut. Use Stream Deck, MIDI, or OSC (Sections 12 and 15) to bind these more complex actions to physical or software input surfaces.

Printing This Reference

This section is designed to print cleanly. Operators often keep a printed copy taped near their console for the first weeks of a new deployment while shortcuts are being learned.