

Product File Request Form

Please complete all fields and email to:
support@alcorn.com.

COMPANY INFORMATION

Company Name: _____
Website: _____
Billing Address: _____
City: _____ State: _____ Zip: _____

DEVICE INFORMATION

Device Name: _____
Manufacturer: _____
Model: _____
Connection Type (ethernet, serial, or midi): _____

If you are not able to create your own product file using our free tools such as Product File Creator and the associated examples in our knowledge base, you may request assistance from our tech support team.

However, product files relating to third party hardware can sometimes take time for testing. A safe estimate is about a month of development time from the product file request date.

Please submit the following, along with this Product File Request Form:

- 1) **Detailed external communication protocol of the device you would like to control.** Most hardware manufacturers will keep this data in either their manual or a separate PDF. If you can also provide examples from the hardware manufacturer of command syntax, that would help speed up product file development time.
- 2) **Specific listing of commands needed.** We will implement only the commands you will be needing to use in your script. Product files can always be updated and edited as future projects come along.

Please note:

Depending upon the complexity of the commands, we may also ask that hardware be provided to use for internal testing. This may be a requirement due to the amount of real testing that needs to be done to ensure the product file is written correctly.

Also depending upon the complexity, we may request payment for this programming service. This is requested on a case-by-case basis, and would be determined before product file development would take place. If this is the case, you will receive a quote before any programming begins. Payment needed for the product file creation would be up front via Wire Transfer or Credit Card.