Matrox RT.X100 Xtreme Pro

Release Notes

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matrox

Digital Video Solutions

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About these release notes

These release notes provide a list of new features and other important last-minute information applicable to Matrox X.tools build 6157. This information supplements the *Matrox RT.X100 Xtreme Installation and User Guide* (May 1, 2003).

The procedure for installing your Matrox RT.X100 Xtreme Pro is the same as described in the *Matrox RT.X100 Xtreme Installation and User Guide*. Additional information on installing Matrox RT.X100 Xtreme Pro is provided in these release notes.

Last-minute information

The *Readme* file is no longer installed with the software in the Matrox X.tools folder. Any important last-minute information and operational limitations are included in these Release Notes.

Note To make sure that you have the latest available software (updates and Service Packs) for your Matrox RT.X100 Xtreme Pro system, check the Support section of our web site at www.matrox.com/video/support.

Matrox RT.X100 Xtreme Pro bundle

Matrox RT.X100 Xtreme Pro comes bundled with the Matrox RT.X hardware and Matrox X.tools software for use with your copy of Adobe Premiere Pro or Adobe Production Studio.

What's new in this release of Matrox X.tools?

This release of Matrox X.tools provides support for Adobe Production Studio, and requires Adobe Premiere Pro 2.0 (it does not support earlier releases of Adobe Premiere Pro).

All features available with the previous release of Matrox X.tools are supported with this new release, with the exception of full WYSIWYG support for Adobe Encore DVD 2.0. WYSIWYG support is provided, however, for previewing when using Adobe Premiere Pro's Export to DVD feature. WYSIWYG is also supported for Adobe Bridge.

Installing Matrox X.tools

To install this release of Matrox X.tools, you must first uninstall any previous release of Matrox X.tools software by choosing **Start > All Programs > Matrox X.tools > Uninstall**. You must also uninstall all Matrox Effect add-ons and other RT.X software (such as the WYSIWYG plug-ins). To do this, use **Add or Remove Programs** in Windows Control Panel. After uninstalling Matrox

X.tools, you must install Adobe Premiere Pro 2.0 as explained in your Adobe documentation **prior** to installing this release of Matrox X.tools.

Recommended system requirements

The recommended system is an Intel Pentium 4 at 2.4 GHz, AMD Athlon 64, or faster. To avoid performance issues, you need at least 1 GB of system memory (RAM) to use Adobe Premiere Pro 2.0 with your Matrox RT.X100 Xtreme Pro system.

Note To install Adobe Premiere Pro 2.0, you must have a computer with a CPU that supports Streaming SIMD Extensions 2 (SSE2), which includes Intel Pentium 4 and AMD Athlon 64 or later. For details on Adobe Premiere Pro's recommended system requirements, see your Adobe documentation.

Storage considerations

Recent changes in storage device technology now allow alternate storage device configurations in addition to those documented in your *Matrox RT.X100 Xtreme Installation and User Guide*. For example, some serial ATA (SATA) drives are appropriate for use as the video drive and export drive. For more information on storage recommendations, and a list of devices we've found to be unsuitable for use with RT.X100 Xtreme Pro, see the RT.X Support section of our web site at www.matrox.com/video/support.

Tested and approved third-party programs

The following third-party programs have been tested and approved for use with the WYSIWYG feature of Matrox X.tools build 6157:

- **Adobe After Effects** (versions 6.0. 6.5, and 7.0)
- **Adobe Encore DVD** (versions 1.5 and 2.0)

Note When using Adobe Encore DVD version 2.0, WYSIWYG is available for menus only.

- **Adobe Photoshop** (versions 7.01, CS, and CS2)
- **discreet 3ds max** (versions 5.5 and 6.0)
- **NewTek LightWave 3D** (version 7.5)

Note Although the Matrox plug-ins should work well with earlier supported versions of the programs, you use these earlier versions with the Matrox plug-ins at your own risk. We recommend that you upgrade your third-party software to one of the tested and approved versions.

Displaying warnings in Adobe Premiere Pro's Events panel

Matrox RT.X100 Xtreme Pro uses Adobe Premiere Pro's **Events** panel to issue certain warnings, such as when frames have been dropped during capture. To display the warning, either double-click the alert icon on Adobe Premiere Pro's status bar, or choose **Window > Events**. For more information about using the **Events** panel, see your Adobe Premiere Pro documentation.

Using the "Always output to 1394" option

The following is a change to the "Selecting your DV-1394 settings" section of the "Defining Your Adobe Premiere Pro Settings" chapter of the *Matrox RT.X100 Xtreme Pro User Guide Supplement*:

Under **Timeline Playback**, select **Always output to 1394** if you want to output your Timeline over the 1394 interface to your DV-1394 device whenever you play back the Timeline. When this option is selected, you'll be limited to the **Preview realtime effects only** XtremePreview mode (that is, this mode is selected, and you are not able to change it). If you clear the **Always output to 1394** option, your previously selected XtremePreview mode becomes active again. Segments that require rendering with **Always output to 1394** selected will display as a "not yet rendered" (X) graphic when previewed through your DV-1394 device's viewfinder. To preview a segment with all applied effects on your NTSC or PAL video monitor, you can render-scrub (**ALT+scrub**) the Timeline.

Using the Windows Media version 9 video codec with MediaExport

Although Matrox MediaExport supports the Windows Media version 9 video codec, all of the Windows Media standard encoding profiles use the Windows Media version 8 video codec. To use the version 9 video codec to encode your video, you can customize a standard encoding profile by selecting the version 9 video codec from the **Codec Options** drop-down list. For more information, see "Modifying standard profile settings to create a customized profile" in the "Using Matrox MediaExport" chapter of your *Matrox RT.X100 Xtreme Installation and User Guide*.

A note about DVD capacities

When choosing a data rate to create MPEG files for DVD authoring, make sure that you take into account the actual storage capacity of your DVD disk. This is because of a difference in terminology used by DVD manufacturers and accepted computer conventions. For example, commercially available 4.7 G (4.7 billion bytes) blank DVD disks have an actual storage capacity of 4.38 GB.

A note about using Adobe Encore DVD

When using the **Matrox Realtime Export to Disk** feature to export your Adobe Premiere Pro Timeline to an MPEG-2 IBP (*.m2v*) file for use with Adobe Encore DVD (version 1.5 or 2.0), you can choose to export your sequence markers as chapter points. If you do so, a file with the extension *.xmpses* with the chapter point information is created and saved in the same folder as your saved *.m2v* file. If you move or rename your *.m2v* file, make sure that you move or rename the *.xmpses* file accordingly.

The *.xmpses* file that is created when exporting a *.m2v* file also contains data that helps Encore DVD open *.m2v* files faster, and allows you to use the **Edit Original** command on the clip in Encore DVD. Therefore, when exporting an *.m2v* file from Premiere Pro, you may want to select **Export sequence markers as chapter points** even if you aren't using sequence markers.

(i) **Important**   In order for the chapter points to be available in Adobe Encore DVD version 2.0, you must fill in the chapter information for your sequence markers in Adobe Premiere Pro.

Fixes in this release of Matrox X.tools

The following are fixes provided in Matrox X.tools build 6157:

- Adobe Premiere Pro will no longer freeze when **PF usage** (as shown in Windows Task Manager) is greater than 1.0 GB. (Ref# 37785)
- Adobe Premiere Pro will no longer crash when you choose **Matrox Realtime Export to Disk** to export a clip from the **Project** panel. (Ref# 38209)
- When creating a custom Matrox old movie effect, your effect will now play back correctly in the **Preview Window** on the **Custom** page. (Ref# 32297)

Operational limitations

The following are operational limitations for Matrox X.tools build 6157:

Installation and general operation
- To install Matrox X.tools, your system drive and boot (startup) drive must be the same to allow the Matrox X.tools Setup program to successfully modify

your *boot.ini* file. If your system and boot drive are different, you can manually edit your *boot.ini* file. To do this, start Windows Control Panel, double-click the **System** icon, click the **Advanced** tab, click **Settings** under **Startup and Recovery**, and then click **Edit**. Make sure that the /3GB and USERVA=2500 switches are present in your *boot.ini* file on the line directly below [operating systems] as shown in the following example:

[operating systems]
multi(0)disk(0)partition(1)WINDOWS="Microsoft Windows XP Professional"
/noexecute=optin /fastdetect /3B USERVA=2500

If needed, add the /3GB and USERVA=2500 switches to the end of the line. (Ref# 40655)

- When installing Matrox X.tools, if you try to change the **Destination Folder** in the **Choose Destination Location** dialog box more than once, the X.tools Setup program may stop responding. If this happens, click **Cancel**, then choose **Browse** again. (Ref# 26783)

- Your Matrox RT.X100 Xtreme Pro system does not support the hibernation feature in Windows. If you try to put your computer into hibernation, a message will be displayed to warn you that the system hibernation has failed. (Ref# 26458)

- If you use Symantec's Norton Utilities on your Matrox RT.X100 Xtreme Pro system, you may experience errors starting the RT.X menu. (Ref# 28988)

- If you receive an IKernel.exe application error message when installing or uninstalling Matrox X.tools, download the fix available in the Support Knowledgebase (*document ID Q108020*) on the InstallShield web site at http://support.installshield.com/kb/ (Ref# 29080)

- You may encounter installation problems if you try to install Matrox X.tools on a computer running the Japanese version of Microsoft Windows XP. As a workaround, log on to Windows XP using single-byte characters instead of double-byte characters. (Ref# 30017)

- The first time you start Premiere Pro after a fresh installation of Premiere Pro with Matrox X.tools, you may receive an error message that the *Splash.avi* file cannot be found. If you quit and then restart Premiere Pro, you will no longer receive this error message. (Ref# 31855)

Adobe Premiere Pro and the Matrox realtime plug-in

- When using Adobe Premiere Pro's Export to DVD feature to export a segment of the Timeline that contains a Matrox transition applied between video clips on the same track, the resulting exported video may be incorrect. As as workaround, do any of the following:

  – Export your clips from the Timeline to an *.mv2* file using Matrox MediaExport (select the Ligos MPEG encoding format), then use this *.m2v*

file to create your DVD with a DVD authoring program, such as Adobe Encore DVD.

– Export your clips from the Timeline to a Matrox *.avi* file, add this clip to a new sequence, and then export the sequence using Adobe Premiere Pro's Export to DVD feature. (Ref# 39334)

- If you apply a Matrox effect to a clip that has a speed change, the video output may flicker when you play back the clip. As a workaround, add the clip to a separate sequence and apply the speed change to it, then add that sequence to your main sequence and apply the effect you want to it. (Ref# 37448)

- When using **Matrox Realtime Export to Disk** to export PAL video to an *.avi* or *.m2v* file, you may notice a flickering line at the bottom of the image. As a workaround, add a black *.avi* file to the beginning of your sequence, scrub only on this *.avi* file for about two seconds, then include the black *.avi* file in your export. (Ref# 39180)

- The **Matrox Realtime Export to Disk** feature does not support DVD markers in Adobe Premiere Pro. You can, however, export your sequence markers as chapter points as explained in "A note about using Adobe Encore DVD" on page 4. (Ref# 39212)

- If you are using the Japanese version of Adobe Premiere Pro, the **Save File** dialog box may not appear when you stop a capture. You may also get errors when trying to render. To avoid these problems, select **Start > Control Panel > Regional and Language Options** and under **Language for non-Unicode programs**, select **Japanese**. (Ref# 38454 & 38417)

- If you import *.tga* files created using Adobe Photoshop 7.0 to your Premiere Pro Timeline, the alpha channel will not be visible. If you frequently create *.tga* files using Photoshop 7.0 to use on your Timeline, you may want to upgrade to a later version of Photoshop, or download the Targa plug-in available in the Support Knowledgebase on the Adobe web site at www.adobe.com. (Ref# 28630)

- If your video drive is nearly full, serious errors can occur in Premiere Pro when capturing or exporting. To avoid these errors, make sure you have adequate space on your A/V drive before starting a capture or export to file. As a reminder, one minute of DV data requires approximately 175 MB of storage. (Ref# 20609 & 29108)

- If you're using a RAID controller that has a system monitoring utility, such as a Promise FastTrak66, you may notice some Timeline sluggishness or capture freezes in Adobe Premiere Pro. Please disable this system monitoring utility if it is active on the Windows taskbar.

- Matrox DV-1394 Device Control can be used when capturing or recording material over the 1394 interface, and also when capturing the analog input

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from your DV-1394 device, such as the composite input. If you want to perform an analog capture that is not from your DV-1394 device (such as to capture from a composite or S-Video deck), make sure you set **Device Control** to **None** by choosing **Edit > Preferences > Device Control**. (Ref# 26824)

- When using an **Editing Mode** other than **Matrox RT.X** in Adobe Premiere Pro, you won't be able to use Matrox effects, even though they are listed as available in the **Effects** window. (Ref# 21119)

- If you add a numbered marker to a clip, you'll see the marker number on the clip in the Timeline, but not in the display of the clip in the **Monitor** window or **Clip** window. (Ref# 18036)

- If you export only audio, you will have to import the resulting *.wav* file manually. (Ref# 29335)

- Windows XP provides the option of formatting your drives using the NTFS or FAT32 file system. Your A/V drives must be formatted using NTFS for use with Matrox X.tools because NTFS overcomes FAT32 file size limitations. When a hard drive is formatted using FAT32, files saved to this drive cannot exceed 4 gigabytes in size (approximately 20 minutes of DV video). If you do format your hard drive using FAT32, Adobe Premiere Pro will freeze if you try to perform an analog capture greater than 4 gigabytes in size. (Ref# 27186)

- When performing an *.m2v* capture of four hours or longer, the associated *.wav* file may be corrupted. This is because the maximum size supported for a *.wav* file is 2 GB. (Ref# 26560)

- If you are using a Matrox dual-head display card, to be able to preview video (such as in Premiere Pro's **Monitor** window) on your second monitor, you must set the resolution and color display settings on your secondary monitor to the same as your primary monitor. (Ref# 27042)

- Exporting a clip directly from the Bin will only export the video portion of your clip. If you want to export both the audio and video portions of a clip, export from the Adobe Premiere Pro Timeline. (Ref# 27449)

- Your video may appear jittery when playing back a segment containing more than four single-frame graphics clips from the Premiere Pro Timeline. (Ref# 28626)

- If you export video to an *.m2v* file using **Matrox Realtime Export to Disk**, you may see a black line at the top of your video when you play back the file. As a workaround, import the *.m2v* file to the Premiere Pro Timeline, then export it again. You can also use Matrox MediaExport to create *.m2v* files because MediaExport uses the Ligos MPEG codec (which is not affected by this problem). MediaExport, however, can't export your video in real time. (Ref# 28815)

- You may notice flickering on an Adobe Premiere Pro title with rolling credits applied. As a workaround, shorten the title on both ends, then right-click the title and choose **Field Options**. In the **Field Options** dialog box, select **Flicker Removal**. (Ref# 29255)

- Inscriber TitleExpress is not supported for use with Adobe Premiere Pro. (Ref# 29612)

- You may receive a message that there is an error in a segment of the Timeline if you try to import an Adobe Premiere 6.5 project that contains video transitions that are the same length as the clips they are between on the Timeline. (Ref# 29375)

- You may not notice a difference in video quality if you change the video quality in the **Monitor** window from **Draft Quality** to **Automatic Quality**, however, we recommend setting the video quality of your clips to **Highest Quality**. (Ref# 29626)

- Changing the magnification of clips in the **Source** or **Program** view of the **Monitor** window is not supported. (Ref# 29461)

- Applying **Safe Margins** to clips in the **Source** or **Program** view of the **Monitor** window is not supported. (Ref# 29511)

- If you play a clip in the **Source** view of the **Monitor** window, then right-click the **Monitor** window and choose **Display Mode > Vectorscope**, playback will stop. (Ref# 29669)

- If you import a folder into the **Project** window, then click the **Automate to Sequence** button with a Matrox video transition selected as your default transition, your default transition will be a Cross Dissolve. To set up your transition, you'll have to click the **Custom** button twice. (Ref# 29428)

- Applying the **Hold Filters** option to ignore the keyframe settings of a freeze-frame effect in Premiere Pro (**Clip > Video Options > Frame Hold**) is not supported. (Ref# 29795 & 29786)

- If you scrub a clip in the **Thumbnail viewer** of the **Project** window while it is playing, you will not hear the audio portion of your clip. (Ref# 29814)

- If you stop playback of the Timeline with the left or right arrow key, you may notice as you move frame-by-frame over the area where two clips meet that the position of the current-time indicator is one frame off that of the frame displayed in the **Monitor** window. (Ref# 29724)

- If you choose to export a clip with a Matrox CPU-based effect applied (such as a chroma key) to a *.tga* file, the effect may not display correctly in the resulting *.tga* file. As a workaround, export your clip to a **Matrox RT.X Single-frame AVI** file, then re-import the clip, and export it to a *.tga* file. (Ref# 29831)

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- Matrox RT.X100 Xtreme Pro does not support the voice-over or 5.1 surround sound functionality of Adobe Premiere Pro. (Ref# 29832)

- If you overlap clips on the Timeline with a Matrox transition between them, and apply a negative speed change to one of the clips, you will not hear audio when previewing the segment in the **Matrox Effect Setup** dialog box. As a workaround, press the spacebar to render the audio before setting up your Matrox transition. (Ref# 29895)

- If you have a nested sequence that contains clips with a Matrox transition, Matrox video effects, and negative speed changes applied to it, your video transitions and effects may not display correctly when playing back the Timeline. (Ref# 29901)

- If you encounter any of the following problems when playing back the Timeline, you can clear the **Enable Frame Hold** option in the **Matrox Advanced Settings** dialog box. For more information, see "Selecting your realtime effect settings" in the *Matrox RT.X100 Xtreme Pro User Guide Supplement*.

  - If you apply a Matrox transition to overlapping clips on the Timeline with a negative speed change applied to one of the clips, you may experience repeated frames when you play back the segment containing the transition. (Ref# 29488)

  - If you have a nested sequence that contains a clip with a negative speed change applied to it, your nested sequence may not display correctly when playing back the Timeline. (Ref# 29578)

  - Playing back a nested sequence containing a segment with a transition may result in repeated frames if the original transition has an **Alignment** of **Center at Cut** or **End at Cut**. To avoid this problem, use an **Alignment** of **Start at Cut**. (Ref# 29942)

- If you trim a clip in the **Source** view of the **Monitor** window, your changes will not appear on your NTSC or PAL video monitor. (Ref# 29624)

- In the **Trim** window, the **Trim Forward** and **Trim Backward** buttons may not respond when trimming a clip. As a workaround, trim directly in the **Trim** window first, and then use the **Trim Forward** and **Trim Backward** buttons. (Ref# 29997)

- If you trim clips directly on the Timeline using the **Slip** and **Slide** tools, your video may not display certain frames accurately in the **Source** and **Program** views of the **Monitor** window. (Ref# 30048)

- If your project contains numerous titles created with Premiere Pro's Titler, you may notice a long delay when importing your project to the Timeline. As a workaround, save your titles as *.tga* files instead of *.prtl* files. (Ref# 30026)

- The Japanese topic titles do not display correctly in the Contents of the Matrox online help for the Japanese RT.X add-on effects. However, the topics will display correctly and you can also refer to the Index to locate information. (Ref# 29634)

- If you use the sliders to adjust the **Warp Shape** of your custom Matrox mesh warp effect, then select **Lock aspect ratio**, the sliders may revert to the minimum (1) or maximum (32) value available, but will still maintain the correct aspect ratio. (Ref# 30910)

- If you import titles created with the original version of Premiere Pro into Premiere Pro 2.0, the title may not display correctly. (Ref# 31216)

- If you choose to **Report Dropped Frames** in the **Matrox Advanced Settings** dialog box, playback of the Timeline may stop after clicking **OK** to the first dropped frames report. (Ref# 31115)

- If you change the center point settings for a realtime Adobe 3D Motion Tumble Away transition in the **Effect Controls** window, the transition will require rendering. (Ref# 29956)

- If you apply a Matrox effect to a graphics clip that's not full-screen (that is, a resolution other than 720×480 for an NTSC image, or 720×576 for a PAL image), you may notice a degradation in the image quality, and the fields may be inverted. (Ref #31778)

- You may experience system instability if you import a file into Premiere Pro with a file name that exceeds 130 characters. (Ref# 30292)

- You may have problems playing back the Timeline if you apply negative speed changes to a nested sequence that already contains a negative speed change. (Ref# 31834)

- Do not choose an Adobe project preset when editing with Matrox X.tools, or your final project may not display the correct aspect ratio. If you want to use Adobe presets, uninstall Matrox X.tools. (Ref# 31849)

- If you select the Motion effect in the **Effect Controls** window to directly manipulate a clip using handles in the **Program** view, the clip will appear jittery on your NTSC or PAL video monitor if you play the clip with the handles still visible in the **Program** view of the **Monitor** window. (Ref# 31882)

- If an Out point of a clip to be captured to MPEG-2 IBP format does not match your GOP size, your selected Out point will be appropriately adjusted to a later Out point. (Ref# 31863)

- This release of Matrox X.tools does not support capturing clips while you perform other tasks in Adobe Premiere Pro. (Ref# 31938)

- Editing in Premiere Pro while the "Updating Timeline" message is displayed may cause Premiere Pro to become unresponsive and cause the **Updating**

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Timeline dialog box to remain onscreen for an extended period of time. As a workaround, wait until the "Updating Timeline" message disappears before continuing to edit your project. (Ref# 31936)

- You may notice sluggishness when scrubbing the Premiere Pro Timeline over a segment of trimmed clips with Premiere Pro's Motion effect applied to one of the clips. (Ref# 31993)

- If you log a clip to be batch captured, then place the offline clip on the Premiere Pro Timeline, the **Program** view of the **Monitor** window will still display the offline clip even after you capture the clip. To refresh the **Program** view, scrub or play the clip on the Timeline. (Ref# 31974)

- If you offline a clip in the **Source** view of the **Monitor** window by choosing **Project > Make Offline** in the Project window, and then select the option **Media Files Remain On Disk**, you will lose the audio portion of the clip if you then choose to play the offline clip. (Ref# 32052)

- If you have a clip on the Timeline that has been rendered with default crop settings applied, and you change the default crop settings (either by changing the crop values or disabling the default cropping), the previously applied crop settings are retained on the clip, even after deleting the render files. To apply new crop settings to the clip, you have to change the crop settings in the **Matrox Effect Setup** dialog box. (Ref# 32053)

- If you select the Motion effect in the **Effect Controls** window to directly manipulate a clip using handles in the **Program** view of the **Monitor** window, Premiere Pro will stop responding if you click the **Setup** button to set up your video effect as you play the clip with the handles still visible in the **Program** view. (Ref# 31997)

- If you choose a standard Matrox project preset, select **Default scale to frame size** (**Edit > Preferences > General**), and import a 16:9 video clip into the project, the clip will appear letterboxed and pillarboxed when you preview the clip on the Premiere Pro Timeline. If you apply a non-realtime effect to the clip, it will be rendered correctly (letterboxed only). (Ref# 32084)

DV-1394 devices with Adobe Premiere Pro

- For up-to-date information about supported DV-1394 devices, check the Matrox RT.X Support section of our web site at www.matrox.com. If your DV-1394 device is not supported, you may not be able to accurately use device control for batch capture and export to tape. In this case, you can manually capture your clips and manually activate DV recording to record material onto tape. For other important information about using DV-1394 devices, see the section titled "Things you need to know about using DV-1394 devices" in the "Defining Your Adobe Premiere Settings" chapter of your *Matrox RT.X100 Xtreme Installation and User Guide*.

- After completing an export to tape using Matrox DV-1394 device control, you'll get an error message if you immediately try to perform another export to tape. To resolve this problem, scrub on the Timeline that you want to export before starting the next export to tape. (Ref# 40714)

- When performing a DV-1394 batch capture, you may lose the video display in the **Capture** window. The display will resume at the start of the next clip in the batch list. (Ref# 21026)

- When using the Go To time code feature of Adobe Premiere Pro's **Capture** window, typing a number higher than the last frame on your tape will not cue to the end of your tape. (Ref# 17998)

- If **Always output to 1394** is already selected when connecting a DV-1394 device, wait for a sound confirming connection before scrubbing on the Timeline. (Ref# 26966)

- If you have the **Always output to 1394** option selected, you may encounter the following problems:

  – Premiere Pro may freeze when playing back a complex project.

  – You may receive an error message stating that your system can't sustain the required data rates when performing a preview or scrub.

  Turning your DV-1394 device off and then back on allows Windows Plug and Play to re-detect your device, and normal functionality should be restored to Premiere Pro. If you experience this problem repeatedly, clear **Always output to 1394** in the **Matrox Advanced Settings** dialog box. (Ref# 27377)

- When performing an export to DV tape, make sure that your DV-1394 device is set to use the time code format (drop frame or non-drop frame) that you've striped on your DV tape. (Ref# 26814)

- In the **Matrox DV Export to Tape** dialog box, if you click the **Browse** button to add a logo (*.tga*) to your recording, the name of the *.tga* file will be displayed in the **Browse** dialog box until you select another *.tga* file. If you want to add the logo (*.tga*) to your recording, you must enter a duration. (Ref# 26965)

- When performing an export to DV tape in which the audio portion of your Timeline is longer than the video portion, the entire audio portion will not be exported correctly. As a workaround, use the work area bar to select the entire range you want to export, and choose **Work Area** from the **Project** list in the **Matrox DV Export to Tape** dialog box. (Ref# 28480)

- When capturing analog video from your DV-1394 device using Matrox DV-1394 Device Control, the capture may take longer to start if the device is not already playing when you begin the capture. (Ref# 27238)

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- If you perform a realtime export to DV tape using a particular DV-1394 device, then play back the tape in a different device, the time code may not be accurate. (Ref# 27945)

- Your DV tapes must contain continuous and consecutive time code. If you have to use a tape that hasn't been striped to record video, however, continue recording for a few seconds after the material you want, then rewind the tape, and begin recording again over the material you don't want to ensure that there are no gaps between recorded material. You can also use the edit-search function on your DV-1394 device. (Ref# 29026)

- If you choose to capture the 2nd audio stream when performing a DV-1394 capture in Premiere Pro, the resulting *.wav* file may be one frame longer or shorter than the original clip. As well, the *.wav* file will not contain any **Clip Data** or **Timecode** information. (Ref# 29171 & 31971)

- When using Matrox DV-1394 Device Control, the option to **Abort capture on dropped frames** is not available in Premiere Pro's **Capture** window. (Ref# 29524)

- When using Matrox DV-1394 Device Control, the **Slow reverse** and **Slow play** buttons in Premiere Pro's **Capture** window do not respond. As a workaround, use the shortcut keys. To set up your shortcut keys in Premiere Pro, choose **Edit > Keyboard Customization**. (Ref# 23046, 26934, & 29519)

- When performing a manual capture from your DV-1394 device, make sure the device is already playing when you begin the capture, or your captured file may be out of sync or contain repeated frames. (Ref# 30049)

- If you press **Fast Forward** when your DV-1394 device is already playing in the **Capture** window, your device will stop and then fast forward at full speed. (Ref# 29996)

- When using Matrox DV-1394 Device Control, if your DV-1394 device automatically rewinds once it reaches the end of a tape, Premiere Pro will not notify you that your capture has stopped or prompt you to save your clip. (Ref# 30094, 30092, & 30091)

- If you have the **Always output to 1394** option selected, and create a segment of three or more clips with a Matrox chroma key and a Matrox advanced DVE applied to each of the clips for the purpose of creating a PiP effect, the PiP effect will not display correctly in the **Preview** window when you initially set up your effect in the **Matrox Advanced Settings** dialog box. (Ref# 31182)

- When performing a DV-1394 capture using a Sony DSR-40 DV-1394 device, the first frame of your captured clip may contain pixel artifacts. (Ref# 31984)

Operational limitations

- When using the **Scene Detect** feature in Premiere Pro's **Capture** window on a Matrox RT.X system, **Scene Detect** is supported only when performing a **Matrox AVI Capture**. (Ref# 31891)

DVD authoring and other third-party programs

- If you want to use Adobe Encore DVD while Premiere Pro is already running, you must disable the Matrox WYSIWYG DirectShow Control Panel prior to starting Encore DVD. (Ref# 31946)

- If the GOP structure of your video segment is not 15 frames in length when performing a Matrox realtime export to disk, Adobe Encore DVD will recognize the segment as 15 frames. (Ref# 31949)

- The **Edit Original** command in Adobe Encore DVD and Adobe After Effects is not supported for use with Matrox *.avi* files. (Ref# 31948)

- If you export a Matrox *.m2v* file using **Matrox Realtime Export to Disk**, and then import the clip into Adobe Encore DVD (version 1.5 or 2.0), the audio portion of your clip may be longer than the video portion. (Ref# 31486)

- If you are using Adobe Encore DVD in a system with an NVIDIA display card installed, make sure to use only the latest display driver available on the NVIDIA web site at www.nvidia.com (Ref# 31242)

- Software DVD players (such as CinePlayer) cannot preview your *.m2v* files accurately, so that you may think the *.m2v* file is not frame-accurate. This will not occur once you burn the DVD. (Ref# 27994)

Matrox MediaExport

- If you encode your Windows Media video using a recent Windows Media video codec (such as version 9.0), your video may not play back on older versions of Windows Media Player (such as version 6.0). (Ref# 28714)

Matrox MediaTools

- Matrox MediaTools doesn't support scan and capture from an HDV device that you've set to downconvert HDV to DV. Instead of capturing the clips to individual *.avi* files, all the clips on the tape will be captured to the same *.avi* file. (Ref# 37466)

- The **Export to Premiere** command is no longer available in Matrox MediaTools for exporting clips to an Adobe Premiere project. (Ref# 37175)

- If you perform a capture in MediaTools when your DV-1394 device is already playing a tape, the time code display may freeze even though the tape is still playing. This does not have any effect on the capture itself. (Ref# 24718)

- To avoid problems with MediaTools, do not press any of the buttons on your DV-1394 device during a scan and capture. (Ref# 28472)

Operational limitations

- On certain DV-1394 devices, you may experience audio sync problems when capturing live video in MediaTools. As a workaround, leave a tape in the cassette compartment of your DV-1394 device when capturing live video. (Ref# 29150)

Matrox WYSIWYG applications

- There may be operational limitations when using the WYSIWYG DirectShow Control Panel with certain DirectShow programs. By default, the Matrox WYSIWYG DirectShow output to your NTSC or PAL monitor is enabled. Some DirectShow applications, however, may not display the video properly. If this happens, you can disable the display on your video monitor by clicking the **Disable** button. For details, see the section "Configuring the WYSIWYG DirectShow Control Panel" in your *Matrox RT.X100 Xtreme Pro User Guide Supplement*. For more information on supported programs and video formats, and a list of programs and video formats we've found to be unsuitable for use with the WYSIWYG DirectShow Control Panel, see the Frequently asked questions (FAQs) in the RT.X Support section of our web site at www.matrox.com/video/support.

- If you use the WYSIWYG DirectShow Control Panel to play back DVCPRO *.avi* files, the video may not display correctly with certain DirectShow applications, such as Windows Media Player. (Ref# 30883)

- When using the Adobe Photoshop plug-in to display a grayscale image with a width dimension smaller than the height, the image may be corrupted when displayed on your NTSC or PAL video monitor. For best results, use only standard resolutions to display grayscale images, such as 320×240, 640×480, 720×576, 720×480, 800×600, 1024×768, 1280×1024, or 1600×1200. Larger images, however, may take longer to display on your video monitor. (Ref# 30015 & 31116)

- When using the Matrox WYSIWYG plug-in for Adobe After Effects version 7.0, the alpha channel will be ignored. If you select the **Alpha only** option in the **Matrox Preview Setup** dialog box, the preview of the alpha channel will be corrupted. Therefore, you'll only be able to preview your composition without the alpha channel (that is, without any keying) on your NTSC or PAL monitor. (Ref# 38497)

- You must disable the Matrox WYSIWYG DirectShow Control Panel prior to using discreet combustion 3. (Ref# 31628)

How to get Matrox RT.X Customer Support

The following sections explain how customers in the U.S. and Canada can obtain Matrox RT.X Customer Support.

Register your Matrox RT.X product

To be eligible for customer support, you must register your Matrox RT.X product. For more information about becoming a registered user, see the manual for your Matrox product or the Matrox Support section of our web site at www.matrox.com/video/support.

What kind of support can I expect from Matrox?

You can expect free phone support for up to six months after the purchase of your Matrox RT.X product. After the six-month period is up, you will be required to pay for phone support for new support issues. If you have an unresolved support issue in progress with Matrox Customer Support when the period for which you are eligible for free phone support has expired, you will continue to receive free phone support for that issue until it is resolved.

Note The Support section of our web site offers up-to-the-minute information about Matrox products, and solutions to many common problems. Before calling for phone support, you may want to check the information listed on the Support section of our web site, such as our User forums, Frequently asked questions (FAQs), and System recommendations pages. For more information, see www.matrox.com/video/support.

How much does phone support cost and how do I pay for it?

You pay for phone support using support tokens. One support token can be redeemed for one phone support incident. A single support token costs $29.95 US. Support tokens can be purchased through our web site at www.matrox.com/video/support, or over the phone with a Matrox customer service representative. When you call for phone support you will be asked for your Token ID, which will be administered at the time of purchase.

Remarks

- Support tokens can be purchased using credit cards only.
- You are responsible for any phone line charges that may apply to you.

What is a phone support incident?

A phone support incident is a single support issue that cannot be broken down into subordinate problems. If a support issue is related to one or more problems, each problem will be treated and charged as a separate incident. You and your Matrox customer support representative will decipher the nature of the problem, and your Matrox representative will let you know if your problem consists of

more than one incident. Phone support will be provided until your support issue is resolved.

What information should I have ready before calling Matrox?

Be prepared to have the following information ready before calling a Matrox customer service representative for phone support:

- Client ID (provided when you register your Matrox RT.X product).
- Token ID (if applicable).
- Name of your product.
- System information (operating system, motherboard, computer model, etc.)
- Nature of your problem.

(i) **Important** The Matrox representative may need specific details about your system. To facilitate phone support, please make sure you have access to your system when you call.

Contact info

The following numbers are subject to change. For up-to-date contact information, always check our web site at www.matrox.com/video/support.

- If you are eligible for free phone support for your RT.X product, please call 1-514-822-6030.
- For token-based phone support, please call 1-866-443-5052.

(i) **Important** Your client ID and/or customer profile will be validated to determine your eligibility for free phone support.

Your notes

matrox

Digital Video Solutions

www.matrox.com/video