

Pinnacle MediaManager

Pinnacle MediaManager

User's Guide

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Overview

What the Pinnacle MediaManager Does

The Pinnacle MediaManager is installed on your PC so that you can import

- Music files,
- Movies and other video files, and
- Digital photos

to the constantly updated MediaManager Database and then manage and organize them.

You can also create personal playlists – compilations of your favorite songs, movies or photos that are organized according to your own special criteria. These playlists can also be exported so that, among other things, you can burn an audio CD.

Main Window of the Pinnacle MediaManager

You can launch the Pinnacle MediaManager from the Pinnacle program group in the **Start Menu** or by double-clicking the Desktop shortcut. The following window will open:



The window contains the following sections:

Section 1:

The Tools section with the **Import**, **Organize**, **Playlists** and **Export** tabs, located in the upper left-hand corner.

Section 2:

The **Media Player** in the upper right-hand corner.

Section 3:

The **Media Library** with the **Music**, **Movies** and **Photos** tabs, located in the bottom half of the window.

Menu Bar:

At the very top of the window is the menu bar, which contains the **File**, **Edit** and **Help** menus.

The window layout varies depending on what tools and lists you have selected; the three sections work together closely and interactively. How the sections work individually is explained in detail in the following chapters.

We will first focus on the Media Library and the Media Player to give you the basic tools you need to use the application.

In later chapters, we will look at the more advanced functions – Import, Organize, Playlists and Export – as well as the menus.

The Media Library

Introduction to the Media Library



Media Types

The Media Library displays the contents of the database sorted by media type. It consists of the

- **Music** tab
- **Movies** tab and the
- **Photos** tab.

Categories

For each media type, you can toggle between the categories listed on the left-hand side.

- **Library:**
Displays all the files in the database.
- **Last imported:**
Displays the most recently imported files. For example, if you import 3 CDs in a row, you will only see the tracks from the third CD.
- **New Media:**
All the files imported over the past twenty-four hours.
- **Missing Media:**
The media items displayed here are still existing as entries in the database but the belonging files are no longer available at their original storage location as they have been deleted or moved by mistake. These entries are indicated by a corresponding symbol in the left column of the Media Library. With a right click on the list you can open the context menu, search for the missing media files and "repair" the broken links.

- **Top rated:**
Displays the files that have been rated four or five stars by the user. The rating is done via the context menu of the right column in the list and is indicated by stars.
- **Most played:**
Displays the media files that have been played the most by the user.
- **Least played:**
Displays the media files that have been played least by the user.
- **Playlists:**
Displays all the files in the selected playlist.



The MediaManager's installer copies sample files to your hard drive and automatically imports them to the database. You can already see these files in their assigned categories the first time you launch the MediaManager.

Details

The right-hand list displays details on individual files; these details will vary depending on whether you have selected the Music, Movies or Photos tab/media type. These sorting criteria are also called tags.

Depending on which media type is selected, you may see the following information: file status, track/movie/photo name, date created, etc.



If the database does not contain any data on individual tags, the associated columns will remain empty.

As in Windows Explorer, you can left-click a column header to resort the files in the list.


You can change the order of the columns by left-clicking the column headers and dragging them to a new location.

Right-clicking a column header will bring up a pop-up menu where you can choose which columns to display and which not.

The following chapters explain how the Media Library can help you organize and manage your media files.

The Sort View in the Media Library




You can toggle the sort view on and off by clicking the  button to the right of the tabs.

Clicking this button will split the list horizontally into two new sections.



The upper half of the list can be used to sort or filter the media files displayed in the lower half. In other words, in the upper half you set a filter that selects which files can be displayed in the lower half.

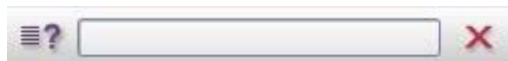
Example: You have activated the Music tab and now want to display all the tracks in your database in the Soul genre.

You can open the context menu with the  button and determine which columns should be displayed in the sort view. We recommend listing photos, for example, according to date.


Searching in the Media Library




On the far right-hand side of the Media Library is the search field:



To quickly find a particular media file in the database, just enter any search term in the search field.


You can use the  button to determine whether only certain ranges in the database should be searched, e.g. according to "Name", "Artist" or "Album", or whether the entire database should be searched.

Any files that have names containing the search term will be displayed in the list. To enter a new search term, simply click in the search field and overwrite the old search term, or clear the field by clicking the  button.

Deleting Files in the Media Library



Deleting Files

To the right of the tabs is a  button.

Select one or more files in the list and then click this button.

The entries are deleted from the database. The belonging media files can additionally be deleted from the hard disk if you select the corresponding option in the displayed dialog box.

To make the files appear again in the database, you will have to reimport them.


The Media Player

Using the Media Player and Its Controls



The Media Player plays the media files in the database on your PC. Video files and photos are played/displayed on its 16:9 screen.

Audio files are played back using your sound card and computer speakers. Audio files also require you to use the Media Player controls.

 To make them easier to use, all controls have a tooltip field that appears when your mouse pointer is placed over the buttons.

Individual Explanations of Controls:



Start/Pause Playback

Click on a file in the Media Library and then click this button. Or, you can double-click the file in the list. The movie or the photo will appear in the Media Player's screen, and the button will change its appearance. Click the button again to stop playback.



Previous

Click this button to play back the previous file in the playlist.



Next

Click this button to play back the next file in the playlist.



Shuffle

The music, video or photo files will be played/displayed in a random order.



Repeat

If you click this button while a playlist is being played, the list will be played back over and over until you deactivate the feature by clicking the button again.



Video Format

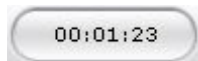
While playing a movie, you can click this button to select the video format (standard 4:3, letterbox or widescreen 16:9). Please note that a tooltip field will appear when you place the mouse pointer over this button. The video format you select for a movie will be saved in the database – you won't have to reset it the next time you watch the movie.

To toggle full-screen playback on your PC monitor, double-click the Media Player screen. Double-click the screen again to revert to the main Pinnacle MediaManager view.



Progress Bar

This slider indicates by its position how much of the current audio or movie file you have heard or seen. You can also move back and forth to anywhere in the file by dragging the slider with your mouse.



Time Display

This shows you how long the audio or video file has been playing.



Volume Control

Located on the right-hand side of the screen section, this slider can be dragged up and down with the mouse to set the volume.



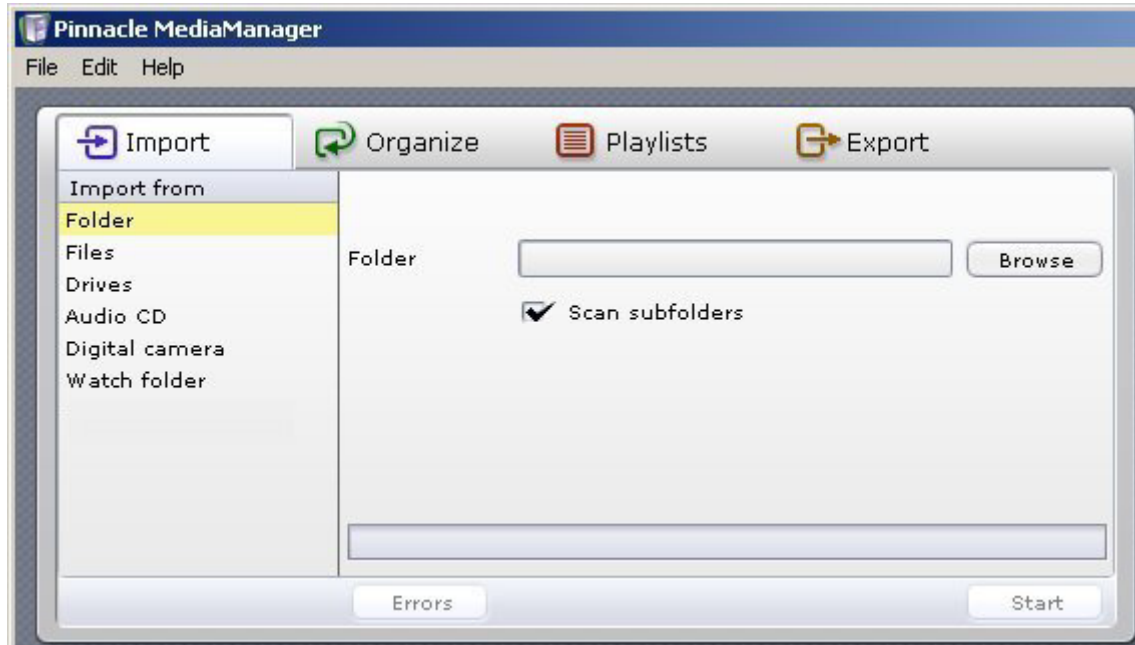
Mute

Click this button to turn the sound on and off.

Importing Media Files

Introduction to the Import Tab

You will see the following window if you select the **Import** tab in the Tools section:



You can import media files to the MediaManager Database from the following sources:

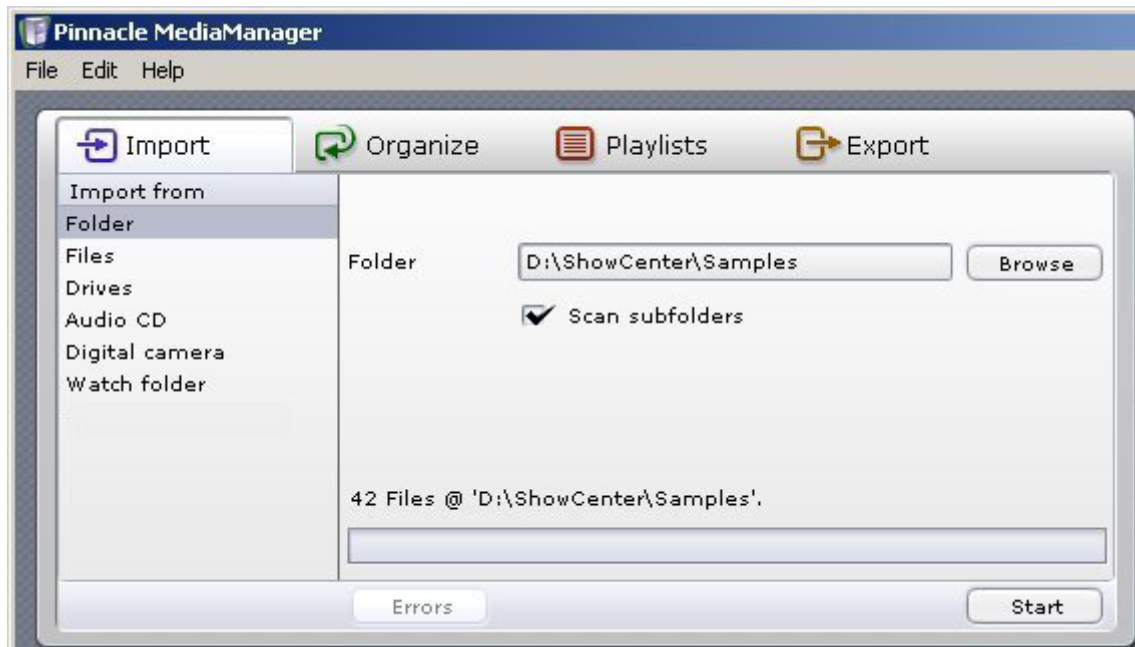
- **Folder:** From a folder on your PC.
- **Files:** One or more files from a selected folder.
- **Drives:** From any drive on your PC.
- **Audio CD:** From the audio CDs that you wish to archive in the MediaManager Database.
- **Digital camera:** Photos taken with your digital camera.
- **Watch folder:** From a watch folder on your PC.

In the tab for a particular media type in the Media Library, you can see the imported files in the **Last imported** category and in other categories. Right-click the list and select the **Display in Explorer** option from the pop-up menu in order to open the folder on your PC hard drive where the files are stored.

The following sections explain the features for the individual categories in more detail.

Import - Folder

You will see the following window if you select the **Folder** category in the **Import** tab in the Tools section:



Folder

Click the **Browse** button to select which folder on your computer you want to import media files from. Once you have found the folder, click the **Open** button. The folder and the number of files selected will be displayed above the progress bar.

Scan Subfolders

If you activate this checkbox, the application will import any files it finds in the subfolders.

If you are importing photos, the names of the subfolders will also be imported as photo-album names.

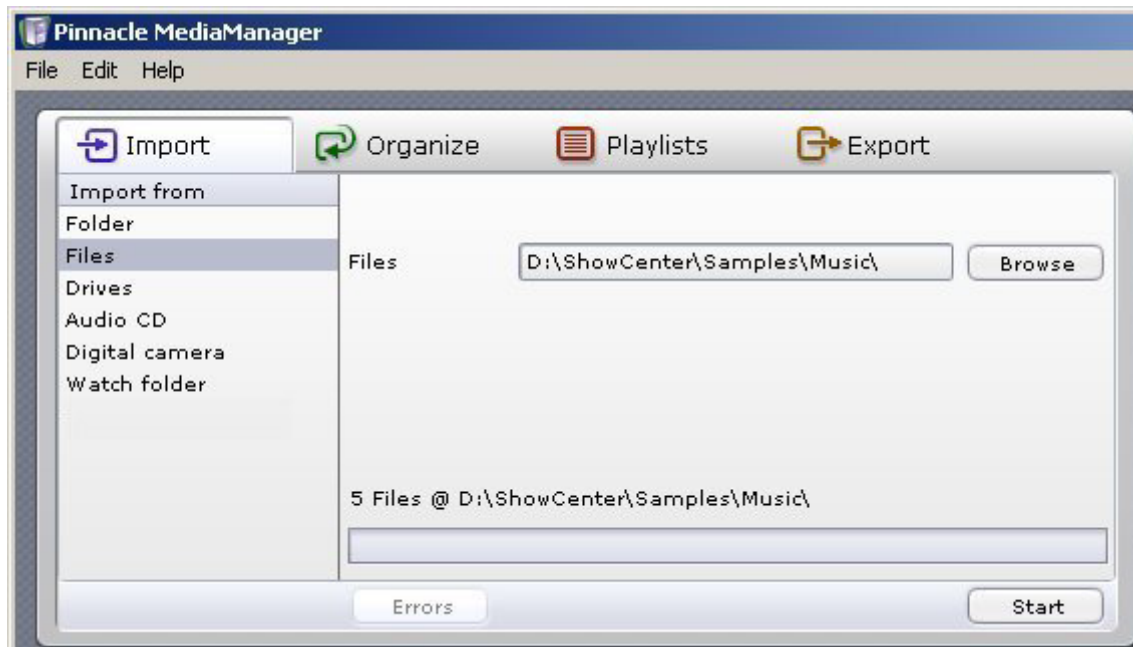
Movie titles act as names for collections. If a movie consists of several files, these files will be grouped together in a collection.

Start

When you are finished with your settings, click the **Start** button. The progress bar will display 100% when the import is complete. You will also be told how many files were imported and how many, if any, were rejected because their format wasn't supported or they were already listed in the database. All imported files will be displayed in the Media Library in the bottom half of the window, listed by media type and category.

Import - Files

You will see the following window if you select the **Files** category under the **Import** tab in the Tools section:



Files

Click the **Browse** button to select which file(s) you want to import to the database from a folder on your hard drive. Once you have selected the files, click the **Open** button. The folder and the number of files selected will be displayed above the progress bar.

Start

When you have made your selection, click the **Start** button.

The progress bar will display 100% when the import is complete. You will also be told how many files were imported and how many, if any, were rejected because their format was not supported or they were already listed in the database.

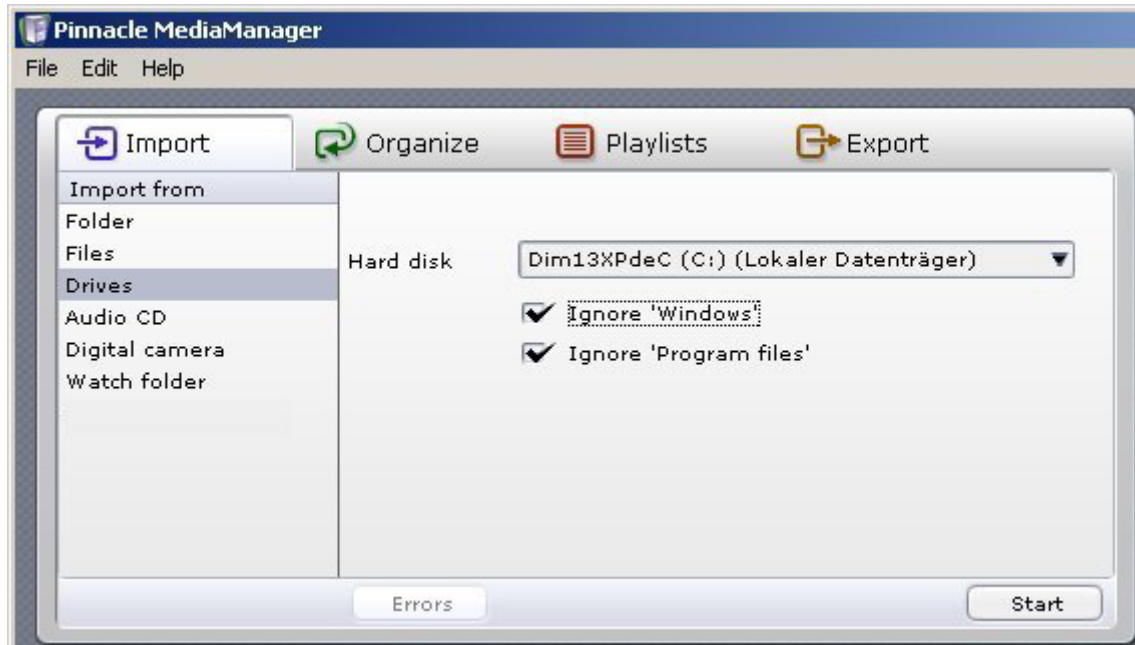
All imported files will be displayed in the Media Library in the bottom half of the window, listed by media type and category.



Playlists from other programs can also be imported by using this function (M3U format).

Import - Drives

You will see the following window if you select the **Files** category under the **Import** tab in the Tools section:



Hard Disk

In the drop-down list, select the hard drive on your computer that you wish to import media files from.

Ignore 'Windows' and Ignore 'Program Files'

If you have activated these checkboxes, the application will not scan the Windows and/or Program Files folders. This is generally a good idea because these folders generally do not contain any noteworthy media files.

If you are importing photos, the names of the subfolders will also be imported as photo-album names.

Movie titles act as names for collections. If a movie consists of several files, these files will be grouped together in a collection.

Start

When you are finished with your settings, click the **Start** button.

You will be told how many files were imported and how many, if any, were rejected because their format wasn't supported or they were already listed in the database.

All imported files will be displayed in the Media Library in the bottom half of the window, listed by media type and category.

Import - Audio CD



Due to licensing issues, this function is not available in all versions of the Pinnacle MediaManager.

You will see the following window when you select the **Audio CD** category under the **Import** tab in the Tools section:



This feature allows you to import your audio CDs to the MediaManager Database. The tracks on each CD are read in and separated into individual MP3 files.



You may have problems importing copy-protected audio CDs.

Insert the CD and Select the Drive

Insert the audio CD in your computer's CD drive. If your computer has several CD or DVD drives, you will have to select the drive from the **Drive** drop-down list.

The application will read in the CD tracks and display them by number in the **Track** column.



Get Titles



You will need an active internet connection to use this feature.

The names and titles of all known audio CDs are stored in an internet database. The **Get Titles** feature allows you to import this information to the MediaManager Database along with the tracks from the CD. If you click this button, the application will search for the data online and will generally display it immediately as shown below.

If you cannot connect to the internet or if your CD is not listed in the internet database, you can enter the titles as well as artist and album names manually. Just left-click the corresponding fields to enter this information.

You can also play back individual CD tracks by double-clicking the title. The Media Player will display a special image indicating that you are playing back from the CD.



If you look in the **Start** column, you will see a checkbox for each track. Activating these checkboxes allows you to select which tracks you want to import.

Here's a helpful tip: if you want to select all the tracks at once, right-click the **Start** column and choose **Select all** from the pop-up menu.

Start

When you are finished with your settings, click the **Start** button. During the import, each track is assigned its own progress bar.

The progress bar at the bottom will display 100% once all selected titles have been imported.

In the **Music** tab in the **Media Library**, you can see the files imported from your audio CD in the **Last imported** category and in other categories.

Unless you have already defined a folder in the QuickStart Assistant or in the **Preferences** item in the **File menu**, imported audio files will be saved by default to the ...\\My Documents\\My Music folder on your PC's hard drive.



Ejecting the CD


Click this button to eject the CD from the drive.



Closing the CD Drive

You can close the CD drive by clicking this button.

Import - Digital Camera

 At present, only cameras with WIA drivers are supported. Since Windows 2000 does not support WIA, this feature is only available in Windows XP.

You will see the following window when you select the **Digital camera** category under the **Import** tab in the Tools section:



Camera

To import photos to the MediaManager Database directly from a digital camera, select the camera from the **Camera** drop-down list.

If you connected a new camera to your PC while the MediaManager was active, just click the **Refresh** button. It will then appear in the drop-down list.

Album

Enter a name for your album.

Remove after Import

Activate this checkbox to have the photo files removed from your camera's memory after being imported.

Start

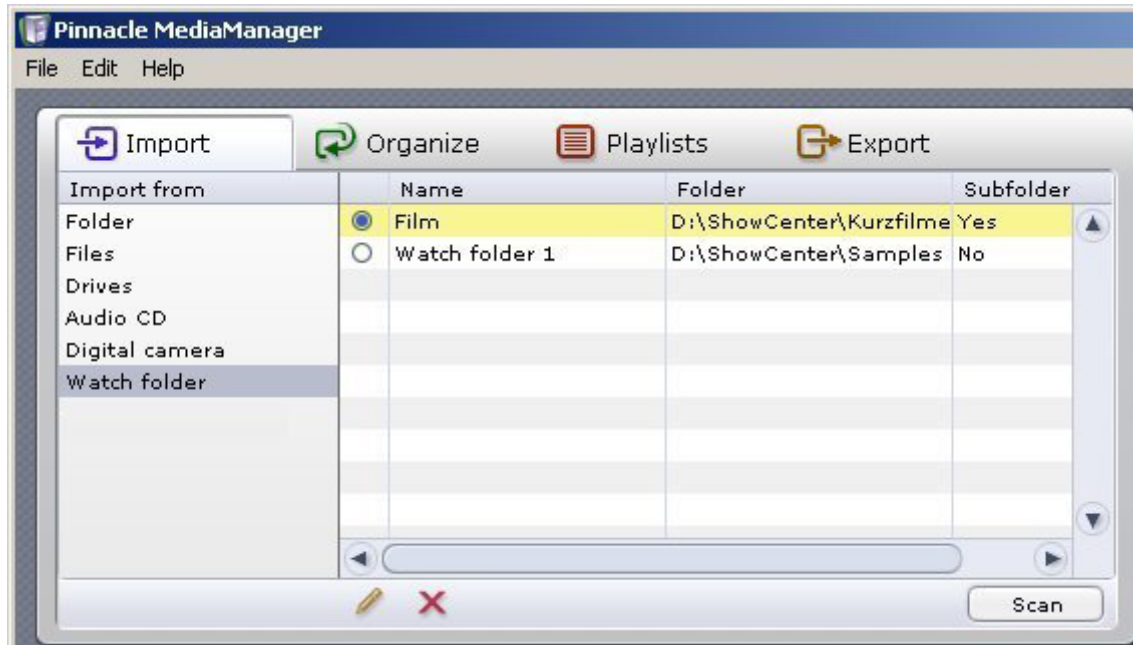
When you are finished with your settings, click the **Start** button. The progress bar will display 100% when all files have been imported.

In the **Photos** tab in the Media Library, you can see the imported files in the **Last imported** category and in other categories.

Unless you have already defined a folder in the QuickStart Assistant or in the **Preferences** item in the **File menu**, imported photo files will be saved by default to the ...\\My Documents\\My Pictures folder on your PC's hard drive.

Import - Watch Folder

You will see the following window when you select the **Watch folder** category under the **Import** tab in the Tools section:



Here you can specify/add any number of directories as watched directories on your PC. The Media Server constantly checks these directories for new or deleted files and records this information to the database – even if the MediaManager is not active. You can designate the watched directories yourself and see them all in the list in the right half of the window.

Define/Create New Watch Folder

Click this button to define/create a new watch folder.

New watch folders start out active by default. To deactivate a watch folder, click the button in the first column of the list.

Options for Watch Folders

If you click the last column in the list of watch folders, a menu will appear where you can select additional options for each watch folder:

Subfolder

If this option is activated, the server will watch all subfolders as well.

If you are watching folders with photos, the names of the subfolders will be imported as photo-album names.

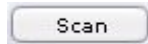
Movie titles act as names for collections. If a movie consists of several files, these files will be grouped together in a collection.

 **Delete Watch Folder**

Click this button to delete a watch folder from the database.



Only the reference to the folder will be deleted from the database; the folder itself will still be stored on your PC's hard drive. To make the folder appear again in the database, you will have to redefine it as a watch folder.



Scan Watched Directories Again

Click on this button to scan all of the watched directories again. This is useful if, for example, the Media Server has been switched off temporarily.

Organizing Media Files

Organizing File Tags

Various organizing tags can be used to manage the three media types (music, movies, photos) in the Pinnacle MediaManager. These organizational criteria serve to rank all files of a specific media type.

Organizing tags are exclusive tags. That means that if a music file has been assigned to the Pop genre, it can't also be assigned to the Classical genre.

Sample Tags for Digital Photos

Photo Album Photo

My Wedding At the rehearsal dinner

My Wedding At the church

My Wedding At the reception

Customized File Tags (Keywords)

In addition to the organizing tags, you can also assign customized tags (keywords).

These non-exclusive tags will help you to organize your media files.


Assigning a Keyword - An Example

You can create the keyword "My Wedding" and assign all wedding-related media files to it. This will make it a snap at some later date to filter out all the files in "My Wedding" from the rest of the files in the Media Library.

Assigning Several Keywords - An Example

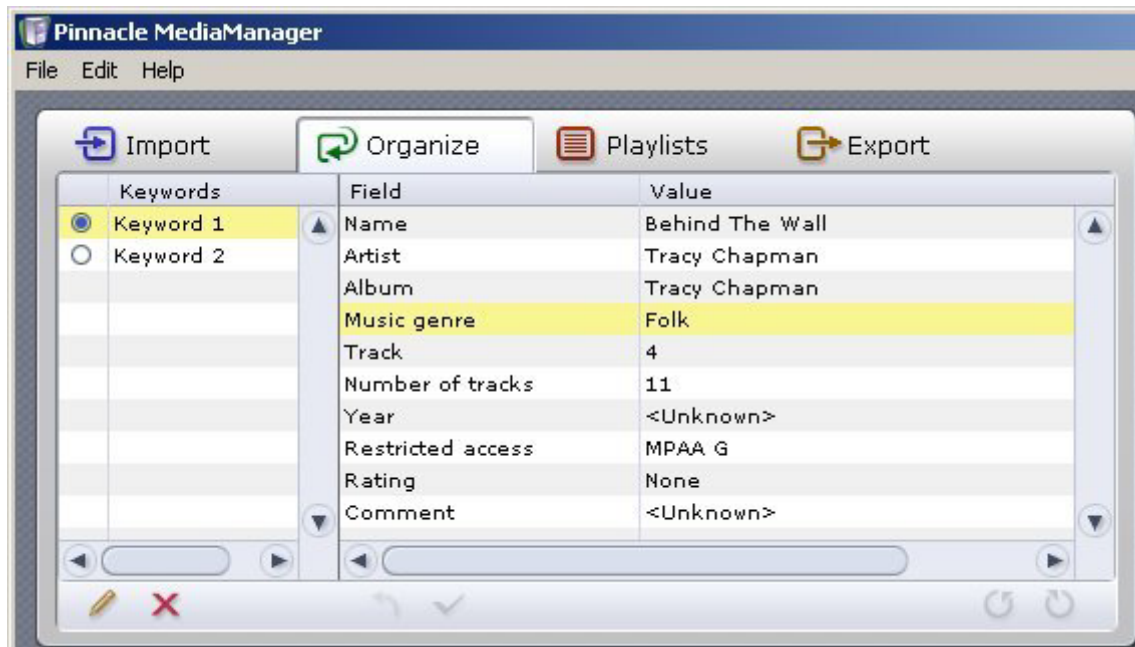
You can assign several keywords to one file. For example, some of the files to which the "My Wedding" keyword has already been assigned can be assigned one or more additional keywords, such as "At the rehearsal dinner", "At the church" or "At the reception".

Display Keywords

This button  lets you open the context menu and switch on the keywords display in the Medium Library sort view.

Introduction to the Organize Tab

You will see the following window when you select the **Organize** tab in the Tools section:




The **Organize** tab helps you to change or add tags for your media files so as to better organize your files.

Defining a New Keyword

On the left-hand side, you can assign keywords to the media files in the MediaManager Database. You can then use the keywords as search terms in order to find certain files quickly. You can assign several keywords to a single file.

Select one or more files in the Media Library list and click the  button to create a new keyword for the selected files.


Deleting a Keyword

Select the keyword you want to delete from the database and then click the  button.

Field and Value - Changing Organizing Tags

Whenever you select an entry in the Media Library list, you will also see the value assigned to each field. By double-clicking, you can access and modify the individual values.

For some organizing tags such as Genre, the application will suggest common terms (Pop, Rock, Classical) even if you haven't imported any files in this category. Just click the entry once to see the suggestions.


Once you are finished modifying the values for an entry in the list, click the  button to have the values written to the database. The changes will be shown accordingly in the Media Library.



Note: changing tags that are associated with metadata (such as MP3 metadata) will cause these changes to be made in the associated file as well.




Undo Button

Click this button to undo previous changes. However, you can only undo changes if you have yet accepted them by clicking the  button.



Rotate Clockwise/Counterclockwise (For Photos)

Selecting a photo from the Media Library will bring it up in the Media Player. You can rotate the photo by clicking on these two buttons.

Next, click the  button to have the new position saved to the database. The new position will be used whenever the photo is displayed on the television.

Restricted Access

You have the option of setting the **Restricted access** value for each media file with the click of a mouse.

According to the setting value, for a particular file this may mean that the correct access code will have to be entered from the menu of the output device before the file can be played on the output device.

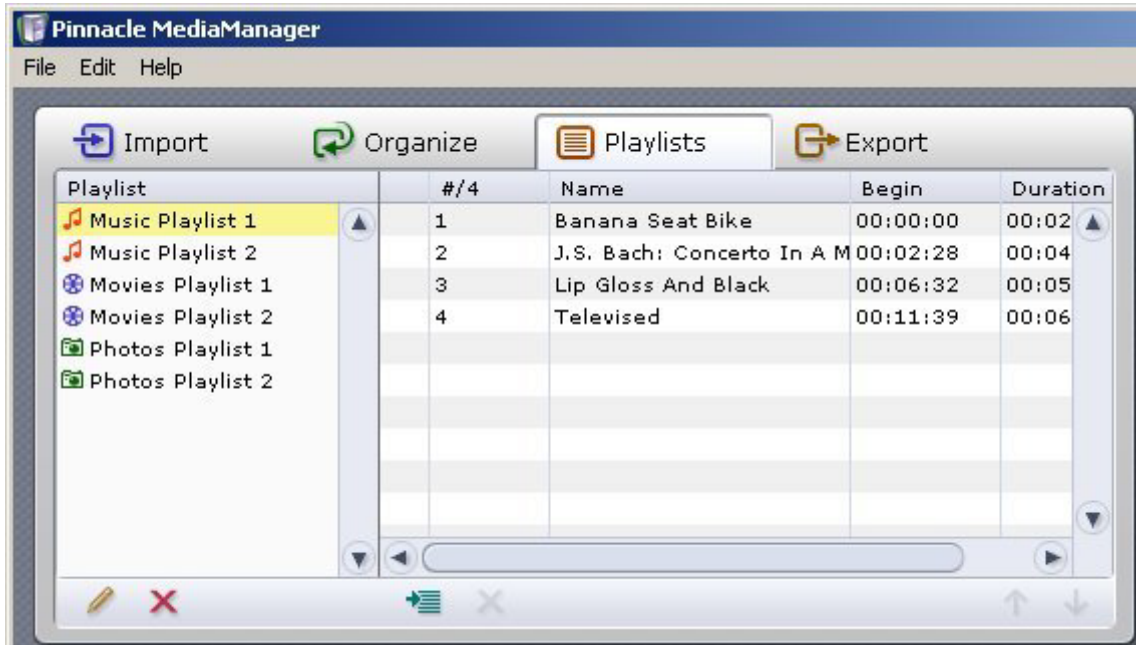


Note: the access code only applies to media playback from the menu of the output device. All files can still be accessed from the MediaManager on your PC.

Using Playlists

Introduction to the Playlists Tab

You will see the following window when you select the **Playlists** tab in the Tools section:



This section is where you create personal playlists in which you list your favorite music, movies and photos, organized according to your own special criteria.



Since each playlist can only contain one type of media, you will be creating playlists for music, movies or photos. You cannot mix these different types of media in one playlist.

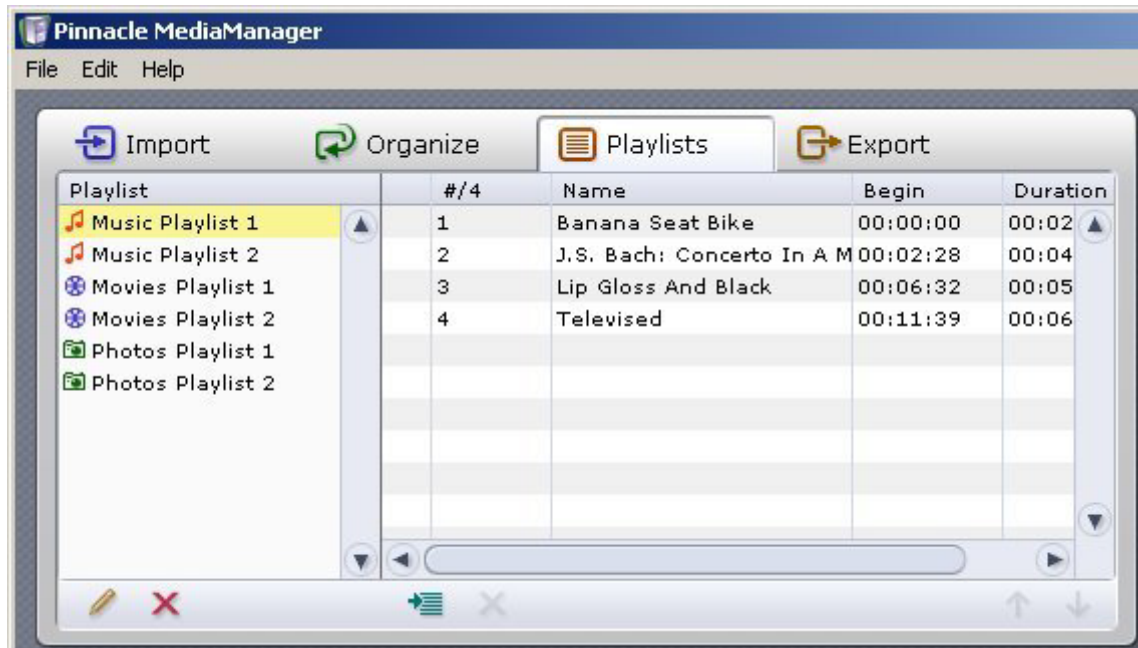
Catalog of Playlists

All the playlists are displayed in the section to the left.


Contents of Individual Playlists

The section to the right displays the contents of the individual playlists. Selecting a playlist in the left-hand section will bring up detailed information in the right-hand section about the media files in the playlist.

Creating and Editing Playlists




Creating a New Playlist



Click the  button to create a new playlist.

An input field, which is by default called **Playlist**, will appear in the left-hand side of the list. Double-click the field to access it and enter your own name for the new playlist.


Now it's time to put together the media files you want in this playlist. Select one or more files from the Media Library in the database and drag them up to the right-hand section.

If you do not want to drag with the mouse, you can use the  button instead.

Organizing Items in a Playlist

Select the file you want to move within the playlist and drag it to its new position. Or, if you prefer, you can use the two  and  buttons instead.

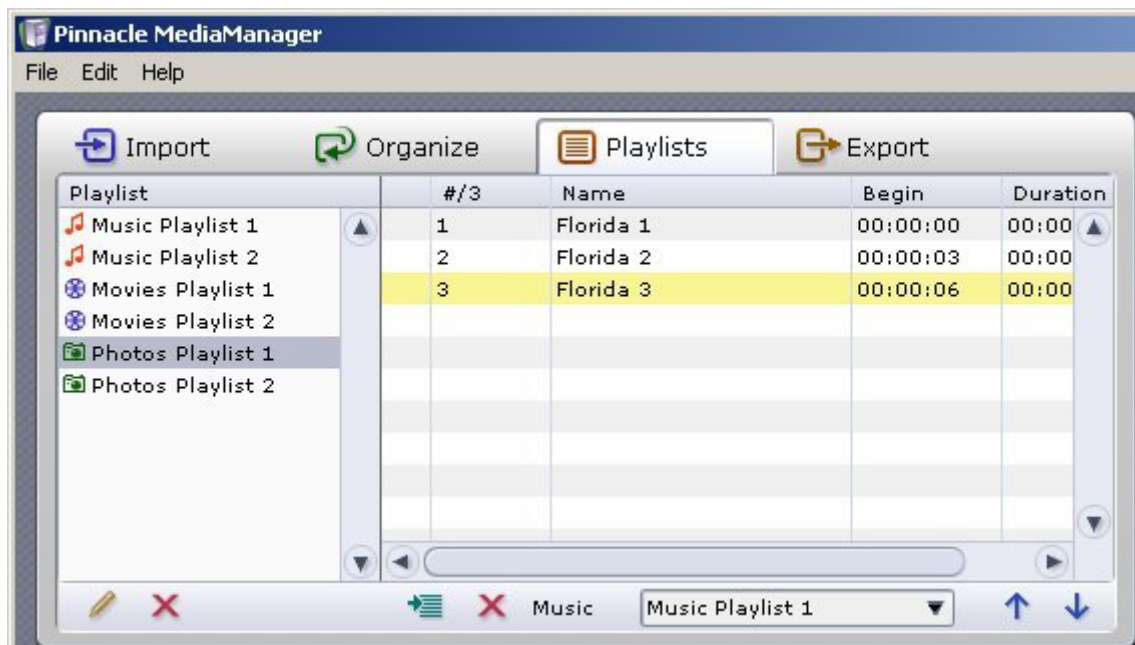
Deleting Playlists or Items

If you want to delete a playlist or remove a file from the playlist, just select it and then click the  button.

Slideshows

There are two extra things to do when creating photo playlists ("slideshows"):

1. Click the last column for a given entry in order to specify the display time for a photo. If you select **manual**, the slideshow will not automatically continue after that particular photo. To change the display time for all photos at once, first right-click and choose **Select all** from the menu. Then, left-click on the display time for any entry in order to set the time for all photos.
2. If you want to play background music during a slideshow then select an appropriate music playlist from the drop-down list. This list will be played to your photos on the output device.



Playback in the Media Player

Double-click an entry in the playlist to play it back with the Media Player. Once that particular item is finished, the application will automatically move on the next entry in the playlist. You can also use the **Next**, **Previous**, **Shuffle**, and **Repeat** functions in the Media Player. When playing back a slideshow, the Media Player will only display the photos; it will not play any selected music playlist.

Exporting Media Files

Introduction to the Export Tab

You will see the following window when you select the **Export** tab in the Tools section:



In this section, you can export copies of media files from your MediaManager playlists to a:

- New folder on your hard drive
- Winamp playlist
- CD burner or DVD burner.

The following sections explain the features for the individual categories in more detail.

Exporting to a Folder

You will see the following window when you select the **Folder** category under the **Export** tab in the Tools section:



In this section, you can export the items in a playlist to a new folder on your hard drive. The export will create copies of the media files.

Playlist

Select a playlist from the drop-down menu.

Folder

Use the **Browse** button to the right to select the folder you want the playlist to be exported to.

Create subfolders

Activate this checkbox to have subfolders created based on the sort criteria of the original files (e.g., artist, album, photo album).

If a particular file does not have all the tags, this option will create a subfolder called **Unknown**.



Note: this option is not active when you export video playlists.

Create Winamp playlist

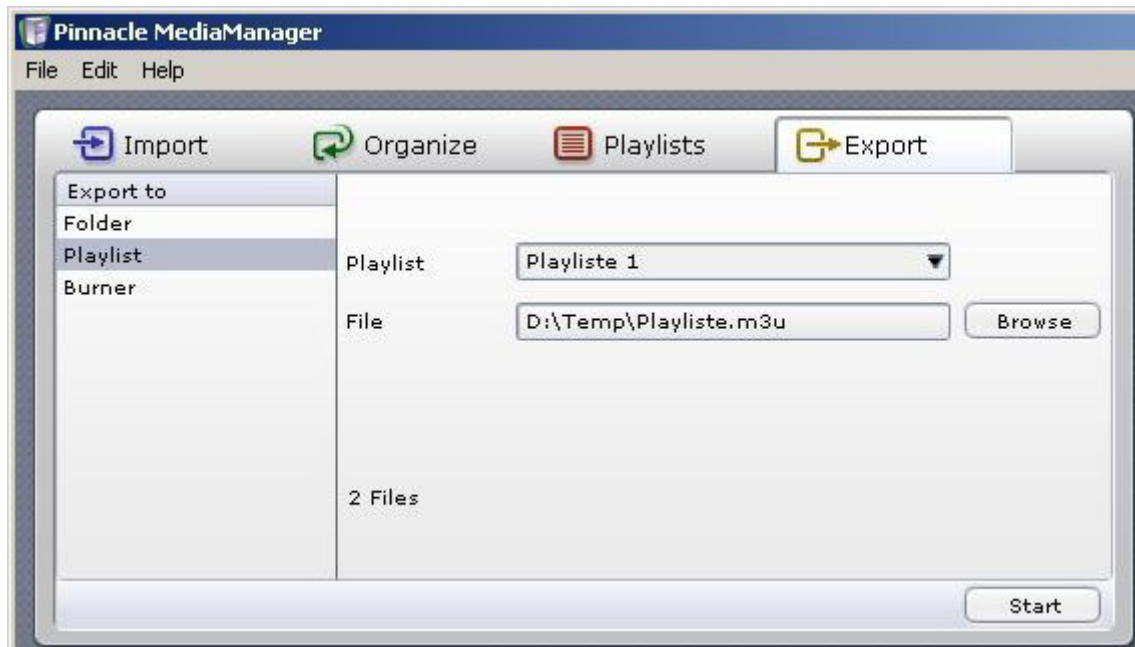
If this checkbox is activated, you will both export the selected playlist to a folder and create a Winamp-compatible playlist.

Start

When you are finished with your settings, click the **Start** button. The progress bar will display 100% once all the files have been exported. You will also be told how many files were exported.

Exporting to a Winamp Playlist

You will see the following window when you select the **Playlist** category under the **Export** tab in the Tools section:



In this section, you can export a MediaManager playlist to a Winamp playlist. The playlist will contain references to the actual location where your media files are stored.

Playlist

Select the playlist you want to export from the drop-down menu.

File

Use the **Browse** button to the right to select the file you want exported to the selected playlist. Then enter the name you want to give to the file.

Start

When you are finished with your settings, click the **Start** button.

Exporting to a Burner

You will see the following window when you select the **Burner** category under the **Export** tab in the Tools section:



In this section, you can export a playlist to burn to CD or DVD.

Playlist

Select the playlist you want to export from the drop-down menu.

Disc type

The choice of output formats will depend on what kind of media files are in the playlist. Select a format from the drop-down list.

Music

Audio CD: You want to burn an audio CD that you can play on your stereo system or in your car's CD player. Any MP3 files will be automatically decoded.

MP3 Data CD/DVD: You want to burn MP3 files to a CD or a DVD. All tracks in the playlist will have to be converted to the MP3 format.

Data CD/DVD: You want to burn original music files (MP3, WMA or WAV) to a CD. Any converted versions will not be used.

Movies

Depending on what format the media files are in and whether converted copies are available, you will be given the option of burning a VCD (VideoCD), SVCD (SuperVideoCD) or DVD. You can always select a **data CD/DVD**, which will burn the media files in their original format.

You cannot start the burning process if the file(s) is (are) too long for a CD or DVD.

Photos

Photos are always burned as original media files to a data CD/DVD.

Recorder

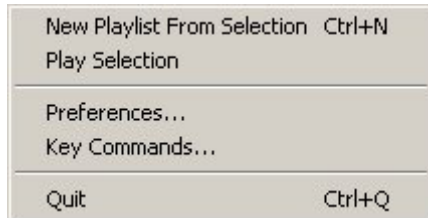
Select the burner you wish to use and click **Start**. The progress bar will display 100% when the burning process is complete.



The CD/DVD burner in the Pinnacle MediaManager is optimized for fast, easy burning. It cannot create DVD menus nor can it spread long files/playlists over several discs. If you need more sophisticated burning features, we recommend using Pinnacle INSTANT CD/DVD.

The Menus

The File Menu



The File Menu Contains the Following Options:

New Playlist From Selection

If you have selected one or more files in the Media Library and then choose this option, the selected files will be used to create a new playlist.

On the left-hand side of the Media Library, you will see an input field with a default name where you can enter your own name for the new playlist.

For more information, consult the [Creating and Editing Playlists](#) section.

Play Selection

Select one or more files from the Media Library and choose this option. The selection will now be played back / displayed in the Media Player.

Preferences

Choosing this menu item will bring up a dialog box where you can make all your settings for the Pinnacle MediaManager:

Audio CD Import

- Format (quality and bitrate)
- Speed

General

- Language
- Data conversion settings
- Skin settings
- Specify the access code (PIN) for restricted file access
- Define folders for audio, video and image files and for temporary files

Playback

- Playback settings: device and memory buffer

Key Commands

Choosing this menu item will bring up a dialog box where you can create, edit and delete customized key commands and macros.

Quit

Choose this option to exit the Pinnacle MediaManager.

The Edit Menu

Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
Delete	Backspace
Select All	Ctrl+A
Select None	Ctrl+Shift+A
Select Invert	
Browse	Ctrl+B

The Edit Menu Contains the Following Options:

Cut

Select the text you want to move and click **Cut** in the menu. Then, click the location where you want to paste the text and click **Paste** in the menu. The text will be removed from its original location and inserted at the new location.

Copy

Select the text you want to copy and click **Copy** in the menu. Then, click the location where you want to paste the text and click **Paste** in the menu. The text will remain at its current location and will also be inserted at the new location.

Paste

This command allows you to paste text at one location that you have cut or copied from another location using the Cut or Copy commands.

Delete

Select the files and then choose this option from the menu in order to permanently remove the files.

Select All

This option allows you to simultaneously select all the files in an active area (e.g., the Media Library list).

Select None

This option allows you to undo the selection for files in an active area (e.g., the Media Library list).

Select Invert

This option allows you to simultaneously select all the files in an active area (e.g., the Media Library list), or to undo an existing selection.

Browse

This option brings you to the Media Library sort view. There is a separate, more detailed section in the manual for this feature.

File Formats

Supported File Formats

Supported Audio File Formats

- MP3
- WAV
- WMA

Supported Video File Formats

- MPEG 1
- MPEG 2 (including VOB files)
- MPEG 4 AVI (Versions 3, 4, 5) [simple profile]
- XviD AVI [simple profile]
- DV AVI
- WMV

Supported Photo Formats

- JPG
- PNG
- GIF

Technical Support

Getting Technical support



If problems should occur with your Pinnacle Systems product, please check first that the latest version of the software has been installed on your computer system.

Pinnacle Systems provides a free, round-the-clock service, which enables users to rectify problems themselves. You will be able to find answers to your questions seven days a week, right around the clock.

You will find this technical support at:

<http://www.pinnaclesys.com>

Click on **Support** and select your product from the product list. Select your product again in the **Interactive Support** category and you will then be able to choose from the following support options:

1. Frequently asked questions.

This is the best way of obtaining answers to your questions. Here you will find hundreds of technical problems and their solutions sorted by subject areas.

These are shown in the order of the 20 most frequently read questions. In addition, you can also sort the documents according to problem categories. To do this, use the pull-down **Category** menu.

Please use the search function to obtain answers to special questions.

2. Ask a question and receive an answer.

Simply enter your question or the symptoms of your problem and you will obtain a list of the most obvious solutions. If you do not obtain a satisfactory solution, please rephrase your question. For example, instead of "I get error messages" you could enter "I get error messages when installing the software".

Instead of entering a specific question, you can select one of the main functions listed for your product or a general subject area from the pull-down **Category** list. The ten most frequently asked questions and the appropriate solutions in the category that you have selected will then be displayed.

3. E-mail support.

If you are unable to find an answer to your questions with the help of our web site, Pinnacle Systems also offers technical support by e-mail. E-mails will be answered as quickly as possible. Please use the **Ask a Question** box for this purpose. Before the e-mail is submitted, five solutions to your problem will be suggested. Please read these carefully, as more than 70% of customers find suitable answers in these proposed solutions.

4. Discussion forum.

More than 100,000 registered users make use of this free service. Visit the Pinnacle Systems online discussion forum to see whether your question has already been asked and a suitable answer found. To use the service, ask your question in the discussion forum and you will receive help from Pinnacle Systems or other users.

A search function is provided in the discussion forum. If you enter "poor picture", for example, contributions on this subject will be displayed.



When you make use of Pinnacle Systems technical support, you should have all the technical information on your computer configuration ready to hand.

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Glossary

#

16:9 format: Also called widescreen. Television format where the width-to-height ratio of the display area is 16:9 instead of 4:3. When broadcast for television, part of the picture is broadcast in black (black bars on top and bottom of the picture) to make it compatible with the traditional 4:3 format. The first line of the TV picture contains additional code that instructs any 16:9 television to enlarge the picture (see also "4:3 format")

4:3 format: This is the traditional television format. The width-to-height ratio of the display area is 4:3.(see also "16:9 format")

A

Aspect ratio: The width-to-height ratio of one pixel. Some video formats must have this ratio in order to display the picture properly. If the aspect ratio is 1, the pixel will be square. If the aspect ratio is not 1, the pixel will be rectangular. When rectangular pixels are used without adjustment, circles are displayed as ovals. This distortion can be eliminated by factoring in the aspect ratio. (see also "Pixel")

AVI: Abbreviation for "Audio Video Interleaved", the standard format for digital video on PCs. (see also "Video for Windows")

B

BMP: Abbreviation for "BitMaP". Microsoft Windows standard format for pixel graphics.

C

Client: A system (computer or program) in a network or on the internet that requests files or services. The system (computer or program) that provides the files or services is called a server. The client can request a data transfer or a print job from the server.

CoDec: Acronym for Compressor/Decompressor, compresses (packs) and decompresses (unpacks) image data.

Composite Video: The encoding of color and brightness information into a single signal. (see also "S-Video")

Content: Content is the information contained in a message or a website that does not consist of structures or formats. This term applies to all media, from texts, data and images to audio information and videos.

D

Data rate: The data rate is also known as the bit rate. The bit rate measures how fast bits of data can be transferred over a medium in a given period of time. This rate is listed in bits per second (bps).

DHCP: Abbreviation for "Dynamic Host Configuration Protocol". Windows-Server software that assigns an IP address to each computer in a network (see also "IP Address")

Dial-up connection: A dial-up connection is the most common type of consumer internet connection. A modem connects the computer to the internet provider's system via the telephone line. The provider's system is normally connected to the internet via an ISDN line. (see also "Modem" and "ISDN")

Digital Television: See also "DVB" or "DTVB". Digital television transmission standard. Describes the transmission of video, audio and additional information as digital data signals.

Digital video: Digital video stores information as bits in a file. This differs from the method used by analog storage media such as VCRs.

DSL: Short for "Digital Subscriber Line". This technology allows users with DSL modems to download up to 6 Mbps and upload 0.6 Mbps over short distances of 3 miles or less. DSL connects using copper landlines.

DTVB: English abbreviation for "Digital TeleVision Broadcasting". (see also "Digital Television" or "DVB")

DVB: English abbreviation for "Digital Video Broadcasting". Digital television standard. Classified as "DVB-C", "DVB-S", and "DVB-T" depending on the transmission medium.

DVB-C: English abbreviation for "Digital Video Broadcasting Cable". Transmission standard for digital television in the cable network. (see also "DVB")

DVB-S: English abbreviation for "Digital Video Broadcasting Satellite". Transmission standard for digital television via satellite. (see also "DVB")

DVB-T: English abbreviation for "Digital Video Broadcasting Terrestrial". Transmission standard for digital television via antenna. (see also "DVB")

DVD: Short for "Digital Versatile Disc", formerly known as "Digital Video Disc". An optical storage medium with more capacity and bandwidth than a CD-ROM. DVDs are commonly used for multimedia and data-storage applications.

E

Ethernet: The most common type of local-area network. Each node (computer or server) in the network checks whether any other computer is transmitting data. It then waits for the other computers to finish with their transmissions before it starts its own transmission. (see also "LAN")

F

Field: A video image consists of horizontal lines divided into two fields. All the odd-numbered lines make up one field; the even-numbered lines make up the other field.

Filesharing: Filesharing refers to any exchange of data between two or more computers over the internet. There are currently many filesharing programs available on the internet, many of which can be used for free.

Firmware: Firmware is system software stored in ROM or Flash memory. Firmware is not deleted when the system has been turned off.

Flash memory: Re-writable permanent memory that behaves like a hybrid of RAM and a hard drive. Flash memory does not lose data even when its power supply has been turned off. (see also "RAM")

G

GIF: Abbreviation for Graphics Interchange Format. This graphics format was developed by CompuServe as a high-compression format for transmitting images without losing any data. The most important graphics element on the internet. The GIF format only has 256 colors because only 8 bits go into storing each dot. GIFs are ideal formats for animations.

H

HTML: Abbreviation for "HyperText Markup Language". A document standard developed during the World Wide Web project that provides a simple logical structure for titles, headings, paragraphs, numbering, forms, tables and mathematical formulas as well as a language for defining hypertext links.

HTTP: Abbreviation for "HyperText Transfer Protocol". A standard mechanism used on the internet to share documents between servers and clients.

I

IDE: Abbreviation for "Integrated Drive Electronics". IDE is a parallel interface used to connect hard-disk drives, CD drives, tape devices and floppy drives. Advanced IDE hard drives have a IDE controller built into the hard-drive housing.

Interlace: A method of creating an image used in PAL and other systems. Interlacing uses fields. Each field has 312 1/2 lines that are inserted one after another. (see also "Field")

IP Address: Abbreviation for "Internet Protocol". Every computer connected to the internet receives a unique identification number that consists of four sections. This number is called an IP address. This allows other computers in the network to identify it, send data packets to it and to process data they have

received from it. IP addresses make sure that the right data packets are sent to the right recipient via the right path.

ISDN: Abbreviation for "Integrated Services Digital Network". A digital telephone network that, unlike analog modems, transmits digital data. With bit rates of 64 bps, ISDN transmits data much faster and more accurately than modems.

J

JPEG: Abbreviation for Joint Photographic Experts Group. The data extension is "JPG". Graphics-compression method developed by C-Cube Microsystems. This pixel image format offers 24-bit color depth and is especially suited for photos and photorealistic images with many different shades and hues. Because it exploits some of the physiological characteristics of human sight and permits data losses that are invisible to the naked eye, it attains extremely high compression rates.

JPG: See "JPEG".

L

LAN: Abbreviation for "Local-Area Network". A local network located in a building or on company premises that is based on private transmission media and equipment. Ethernet and Token Ring are common LAN technologies.

Letterbox: The letterbox format is created when an image recorded in 16:9 format (or wider) is displayed on a normal television (4:3). This format typically displays the picture between black bars on the top and bottom of the screen. This term was probably derived from the wide, thin format that looks a lot like the slot of a letterbox.

M

M3U Format: M3U (file extension ".m3u") is the standard data format in which Winamp and other playlists are saved.

Modem: Abbreviation for "MODulator DEModulator". A device that converts digital signals ("the computer's language") to analog signals ("the telephone's language") and vice versa. Modems are used to connect to the internet using a dial-up connection.

MOV: Name given to Quicktime-formatted videos.

MP3: MP3 is an audio format that provides relatively good sound (compared to the uncompressed original) and very high compression rates. It is an excellent way to store and share music data over the internet. Many MP3 players support this format and allow users to store hours of sound at almost full-range HiFi quality in just a few megabytes.

MPEG: Abbreviation for Motion Pictures Experts Group. Video-compression standard. There are different formats for different types of compression, such as MPEG 1, MPEG 2, etc.

MPEG 4 AVI: Video format with extremely high compression.

N

NTSC: Abbreviation for "National Television Standards Committee". A television standard with 525 lines and 60 fields per second that is used in North and Central America. (see also "PAL", "SECAM", "Field")

P

PAL: Abbreviation for "Phase Alternation Line". Television standard developed in Germany that uses 625 lines and 50 fields per second. This is the main TV standard in Europe. (see also "NTSC", "SECAM", "Field")

PCMCIA: Abbreviation for "Personal Computer Memory Card International Association". A PCMCIA card is a lightweight, removable module about the size of a credit card that provides additional functionality to a portable computer. The module may expand existing RAM or hard-drive space or provide network functionality.

Peer-to-peer (P2P): Peer-to-peer filesharing sites are internet forums that offer freely available media files. There are more than 70 such forums online.

PHP: The abbreviation PHP officially stands for "Hypertext Preprocessor". PHP is a widely used scripting language designed for general use. It can be embedded in HTML and is ideal for web applications. PHP is easy to learn, offers excellent database and Internet-Protocol interfaces and supports many additional function libraries. PHP is the ideal development tool for creating dynamic web content.

PIN: Abbreviation for "Personal Identification Number". A PIN is a secret code comprising several digits that identifies a given user.

PiP: Abbreviation for "Picture in Picture."

Pixel: Also known as a "picture element" or "pel". In a video-recording device (such as a camera) or a playback device (such as a monitor), a pixel is a light-sensitive or light-emitting surface with a specified height and width. When stored electronically, pixels contain brightness and color information for a given image element. The aspect ratio, which also plays a key role in video playback, is stored separately in the files for some data formats. (see also "Aspect ratio")

PNG: Abbreviation for Portable Network Graphics. Graphics format for bit-mapped images that supports interlacing and offers 24-bit color depth and lossless compression. (see also "Interlace")

R

RAM: Abbreviation for "Random Access Memory". The main memory of the computer. The RAM temporarily stores data and runs programs at the same time.

RGB: Abbreviation for "Red Green Blue". RGB values can be used to define a particular hue. The color is calculated based on the amount of red, blue and green in each pixel.

Ripping: Files or parts of files on an audio CD or movie DVD are "read in" and stored on the PC's hard drive, where they can be played back or processed further.

ROM: Abbreviation for "Read Only Memory". A memory chip that can be read from, but not written to.

Router: Routers, also known as "Intermediate Systems (IS)", are linking elements that interconnect two or more subnetworks. In addition to acting as a bridge, routers can expand the boundaries of a network (number of nodes, physical extension). Routers also control data traffic by not forwarding defective data packets.

S

S-VHS: Improved version of VHS based on the S-Video standard, but with better image definition. (see also "S-Video", "VHS")

S-Video: S-Video signals deliver brightness and color information separately through several cables. This means that the video does not need to be modulated and demodulated and image quality is not impaired as a result. (see also "Composite Video")

SCART: Type designation for the EuroAV plug, a 21-pin, standardized connector for all video and audio lines. Signals are not converted prior to transmission, which makes for a high quality standard.

SECAM: Abbreviation for "Sequential Couleur à Mémoire". A color-television standard developed in France and Eastern Europe based on the PAL system. SECAM uses 625 lines and 50 fields per second. (see also "NTSC", "PAL", "Field")

Server: A computer or a program that offers storage, data-transfer and other services in a network or on the internet. Servers often provide services for requestors (clients) located on other computers.

Set-top box: A set-top box is an additional device that receives digital television stations and data. It can be hooked up to any standard television set.

Streaming: The act of transferring compressed video and audio files over the internet. Streaming does not download all the data at once, but downloads it in stages using a store-and-forward method. The data does not arrive as a continuous file, but is cached in the buffer, which can create delays at the start of transmission. The data can be transmitted live or it can be downloaded later. The computer receiving the data stream must have a program (player) installed on it that decompresses the data. Players are usually installed in browsers such as Internet Explorer. The speed and quality of the data depend heavily on how much bandwidth is available. In order to ensure smooth playback, the internet connection should offer at least 300 Kbps in bandwidth. There are various file formats for audio and video streaming. The most popular formats are MP3, RealAudio and WMA.

SVCD: Expanded Video-CD standard. This image format offers a higher line resolution and uses MPEG-2 instead of MPEG-1 to compress the video data. (see also "VCD")

T

TIF: Abbreviation for "Tagged Image File Format". Standard format for professional printed pictures of Aldus.

V

VCD: Abbreviation for "Video CD". A standard for writing MPEG-1-formatted videos to CDs. A Video CD can hold up to an hour of digital video and stereo-quality sound. The data rate of the MPEG-1 stream is constant - around 170 kB per second (224 kbps sound, 138 kB video, PAL). This standard offers image and sound quality that is comparable to that of a HiFi VCR. (see also "SVCD")

VHS: Abbreviation for "Video Home System". System used by many VCRs for recording and playing back sound and video from magnetic tape. It uses a composite signal that combines brightness and color information into one signal. (see also "Composite Video", S-VHS)

Video-on-Demand (Vod): A multimedia application that allows users to access a video server and view photos/images or videos/movies.

Video for Windows: Video for Windows, a Microsoft Windows system expansion, allows users to record, store and play back digital video sequences. (see also "AVI")

W

Web Server: A computer on which HTML pages and network software are stored. Web servers constantly deliver content via the internet or a network to web browsers, where it is displayed on the user's monitor.

Wi-Fi: Abbreviation for "Wireless Fidelity". Wi-Fi is an 802.11-compliant certification for wireless local-area networks (LANs) issued by the WECA (Wireless Ethernet Compatibility Alliance). This certification confirms that all wireless network products that comply with the standard are interoperable.

WIA: Abbreviation for "Windows Imaging Architecture". An imaging architecture introduced by Microsoft for Windows Millennium Edition and Windows XP. WIA allows image-processing programs to communicate with, and receive data from, digital cameras, scanners and other devices.

Widescreen: See "16:9 format".

WLAN: Abbreviation for "Wireless Local Area Network". (see also "LAN")

WMA: Abbreviation for "Windows Media Audio". Microsoft's audio playback method that, unlike its rival, MP3, has an integrated rights-management system. (see also "MP3")

WMV: Abbreviation for "Windows Media Video". Video-file format developed by Microsoft.

X

XviD: Another version of the MPEG 4 AVI video-media format. (see also "MPEG 4 AVI")

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