



**User Guide**

**Calibrated Software, Inc.**

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Calibrated{Q} DV50 Options application contains the following source code:

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## Overview

Calibrated{Q} DV50 Decode is a multi-threaded QuickTime Codec(Decode Only) that enables you to view QuickTime DV50 Movies in QuickTime Player and other 3rd party applications that support QuickTime.

Please see the Supported Formats Section in this Chapter for information regarding supported file types and formats.

The Calibrated{Q} DV50 Decode Options application sets Global Options for use with the Calibrated{Q} DV50 Decode codec (see Chapter: Global Options).

## DEMO MODE Limitation

When run in DEMO MODE, Calibrated{Q} DV50 Decode will show the Calibrated{Q} DV50 Decode Logo as a watermark over the video – this is the only DEMO MODE limitation. In every other way, Calibrated{Q} DV50 Decode is fully functional. Using the software in DEMO MODE is for testing only and should not be used for commercial purposes.

## Known Issues and Limitations

The following known issues and limitations are associated with Calibrated{Q} DV50 Decode codec:

- Calibrated{Q} DV50 Decode will crash if run on a computer system that does not support SSE3 instructions which were introduced in Pentium 4 processors circa 2004 (see the Windows Requirements section).
- Playback of files is dependent on both the speed of your CPU and harddrive, as well as the application that you are using the movie files in. Please note that Calibrated{Q} DV50 Decode can be used in a wide-variety of applications; however some applications do not use the QuickTime SDK in an optimized way (i.e. the Software Developer's Kit that applications use to integrate QuickTime) which would cause a notable decrease in playback performance in those applications. *Before purchasing a Software License, please test the software in DEMO MODE using your own computers and applications to ensure performance is suitable for your particular workflow needs. Using Calibrated{Q} DV50 Decode in DEMO MODE is fully functional (including performance speed) except for the watermark over the video. **Please see the 'Performance' section for more details.***
- **CATDV:** If you experience any problems in creating proxies and/or playback in CatDV, please enable Protected Mode in CatDV. To enable 'Protected Mode', go to the CatDV Preferences and select 'Media Playback' and then check the option '*Protected player: Use separate QuickTime helper process*'. Playback performance is a little less smooth in 'Protected Mode' but it will be more stable. Also, in newer version of CatDV you may wish to also disable '*scrub audio when dragging play head*' in the 'Media Playback' CatDV Preferences to make scrubbing in CatDV faster.
- **When using DV50 MXF files in conjunction with Calibrated{Q} MXF Import:** If you are working with MXF files where the audio is stored in its own separate MXF file (i.e. Panasonic P2, Ikegami GFCAM, Avid, Sony SAM) it can help in CatDV to enable the **Audio Small Segments** in the Calibrated{Q} MXF Import Options application. Please see *the BETA Features - Audio Only MXF Segment Size* in the Calibrated{Q} MXF Import User Guide for more details.

## **QuickTime Gamma**

QuickTime Gamma Correction (by Default ) is TURNED OFF – we have found that this is what the vast MAJORITY of users prefer – however in certain applications this can produce rendered video that is slightly brighter/darker than the source video usually when rendering to another QuickTime codec - to correct please TURN ON QuickTime Gamma Correction. Please see the Gamma Settings in the Global Options Chapter.

## **Important note about 8-bit YUV colorspace**

Calibrated{Q} DV50 Decode supports decoding to 8-bit YUV422 (the colorspace that DV50 is encoded in) - however it is up to the application using Calibrated{Q} DV50 Decode to request 8-bit YUV422 colorspace. Many applications that support importing MOV files only request 8-bit RGB(A) 444(4) colorspace, which requires a colorspace conversion of YUV->RGB in the codec – which slows down performance. Please see the Colorspace Watermark in the Global Options Chapter to see which colorspace on application is requesting, and also see the Enable 8-bit YUV, Enable High-Precision YUV, and Enable 16-bit RGB(A) in the Global Options Chapter to learn more about the various colorspace support.

## Performance

Playback of files is dependent on both the speed of your CPU and harddrive, as well as the application that you are using the movie files in. Please note that Calibrated{Q} DV50 Decode can be used in a wide-variety of applications; however some applications do not use the QuickTime SDK in an optimized way (i.e. the Software Developer's Kit that applications use to integrate QuickTime) which would cause a notable decrease in playback performance in those applications. One of the main reasons that Calibrated{Q} DV50 Decode will perform slower in some applications is if the application is requesting video frames to be decoded in the RGB colorspace and not in the YUV colorspace. DV50 compressed video will natively decode to YUV but if an application requests RGB video data then Calibrated{Q} DV50 Decode must decompress the frame to YUV and then convert the YUV to RGB data which then takes more CPU time.

*Before purchasing a Software License, please test the software in DEMO MODE using your own computers and applications to ensure performance is suitable for your particular workflow needs. Using Calibrated{Q} DV50 Decode in DEMO MODE is fully functional (including performance speed) except for the watermark over the video.*

- If playback is NOT realtime in QuickTime Player, your computer might not be fast enough to playback the video. This could mean either the CPU is not fast enough, the hard drive is not fast enough, or a combination of both.
- If you're playing back the video in an application other than QuickTime Player, the third-party application may not be optimized to playback MOV files or the third-party application may not be taking advantage of optimizations in Calibrated{Q} DV50 Decode for realtime performance.
- If you are playing the MOV files from a (i) DVD-ROM or Blu-Ray ROM disc, (ii) USB 2.0 external harddrive, (iii) FlashDrive, (iv) Compact Flash Card or (v) another type of removable storage or camera card media then playback performance would not be reliable, and playback could be extremely choppy. It is recommended to playback media from a 7200RPM SATA harddrive( preferably 2 or more harddrives striped at RAID0) that's either a local harddrive(s), or if an external harddrive then have an (at the minimum) eSata or FireWire800 connection.
- If you are on Windows, using our software is not supported on a Virtual Operating System (i.e. using Parallels or VMWare) and performance could be much slower in a Virtual Operating System.
- If you are on Windows, playing files off of a MacFormatted Harddrive could also decrease performance. It is recommended to use harddrives with a NTFS file system on Windows computers.
- If you're using an Adobe CS5.0.3/5.5.0 application – please see the Section *Special Note: Adobe CS5.0.3/5.5.0 Performance Enhancement* in this User Guide to increase performance in Adobe CS5.0.3/5.5.0 applications
- You can also improve performance for applications that request frames in the RGB colorspace by enabling the 'MT YUV->RGB' or 'MT-X YUV->RGB' option – see the Section *Performance Options* for more details.
- **CATDV:** Please see the section '*Special Note: CatDV*' in this User Guide for information about performance.
- **When using DV50 MXF files in conjunction with Calibrated{Q} MXF Import:** If you are working with MXF files where the audio is stored in its own separate MXF file (i.e. Panasonic P2, Ikegami GFCAM, Avid, Sony SAM) it can help in CatDV to enable the **Audio Small Segments** in the Calibrated{Q} MXF Import Options application. Please see *the BETA Features - Audio Only MXF Segment Size* in the Calibrated{Q} MXF Import User Guide for more details.



# Supported Formats

## .MOV File Formats \*

*Please note that .MOV files must be using an Apple FourCC tag*

Calibrated{Q} DV50 Decode supports decoding DV50 video from the following .MOV files:

DV50 NTSC & PAL .MOV files

## .MXF File Formats\*

*(For Windows)*

When Calibrated{Q} DV50 Decode is used in conjunction with Calibrated{Q} MXF Import, DV50 MXF Files can be viewed and used in applications such as QuickTime Player and CatDV, see the [Calibrated{Q} MXF Import User Guide \(PDF\)](#) for more details. ***Please note that Calibrated{Q} MXF Import and Calibrated{Q} DV50 Decode are separate products and each product requires its own purchased Software License.***

\*Playback performance can vary widely in different applications depending on how an application uses QuickTime, and running the software in a virtual OS is not supported. See Performance section for more details.

# Windows Requirements and Installation

Ensure your PC meets the following requirements prior to installing Calibrated{Q} DV50 Decode:

- Pentium 4 processor with SSE3 support or greater; recommended at least Intel Core 2 Duo with two cores or two physical processors
- 32/64-bit Windows 7 or Vista (Business or Ultimate) or Windows 32-bit XP with SP3
- BETA Support for 32/64-bit Windows 8 - our software should work fine on Windows 8; however QuickTime Player does not officially support Windows 8 yet.
- QuickTime 7.6.5 or higher
- Virtual OS is not supported
- QT Lite is not supported

## *Installing on Windows*

To install Calibrated{Q} DV50 Decode on a Windows Computer:

1. Quit any applications using QuickTime.
2. Run the Calibrated{Q} DV50 Decode Installer. The install program creates a folder named **Calibrated** in the **[System Drive]\[Program Files]** directory. The **Calibrated** folder will contain the Calibrated{Q} DV50 Options application and User Guide.
3. Restart your computer

After running the Calibrated{Q} DV50 Decode installer, you will be able to access the Calibrated{Q} DV50 Options application (CalibratedQDV50Options.exe) in this location:

**[System Drive]\Program Files\Calibrated\Applications\Options\**

The CalibratedDV50Q.qtx will be auto-copied to the [System Drive]\[Program Files]\[QuickTime]\[QTComponents] directory.

## *Uninstalling on Windows*

To uninstall Calibrated{Q} DV50 Decode on a Windows Computer:

1. Go to the **Control Panel>Add/Remove Programs**.
2. Select and uninstall **Calibrated{Q} DV50** from the list of programs.
3. Restart your computer.

## Special Note: Adobe CS5.0.3/5.5.0 Performance Enhancement

If you are using the following Adobe CS 5.0.3/5.5.0 Applications:

After Effects, Premiere Pro, Photoshop, and Encore

decoding performance of Calibrated{Q} Decode codecs can be greatly enhanced by installing an Adobe XML patch file that we've created. The XML patch file enables the above Adobe applications to decode from the Calibrated{Q} Decode codecs at 8-bit YUV422 or 10-bit YUV422\* colorspace which will greatly improve decode performance in the above Adobe applications.

\*10-bit YUV422 support is intended for Calibrated{Q} AVC-Intra Decode when working with AVC-Intra files.

You can download the XML patch file here <http://www.calibratedsoftware.com/downloads/AdobeCSXMLpatchv1.zip>

Adobe CS6 already includes the necessary modifications so the above XML Patch file is not needed in CS6.

## Special Note: CatDV

**IMPORTANT:** If you experience any problems in creating proxies and/or playback in CatDV, please enable Protected Mode in CatDV. To enable 'Protected Mode', go to the CatDV Preferences and select 'Media Playback' and then check the option '*Protected player: Use separate QuickTime helper process*'. Playback performance is a little less smooth in 'Protected Mode' but it will be more stable. Also, in newer versions of CatDV you may wish to also disable the '*scrub audio when dragging play head*' option in the 'Media Playback' CatDV Preferences to make scrubbing in CatDV faster.

**When using DV50 MXF files in conjunction with Calibrated{Q} MXF Import:** If you are working with MXF files where the audio is stored in its own separate MXF file (i.e. Panasonic P2, Ikegami GFCAM, Avid, Sony SAM) it can help in CatDV to enable the **Audio Small Segments** in the Calibrated{Q} MXF Import Options application. Please see *the BETA Features - Audio Only MXF Segment Size* in the Calibrated{Q} MXF Import User Guide for more details.

## Overview

This chapter describes the features available in the Calibrated{Q} DV50 Decode Options interface.

**Important Note:** You must set options within the Calibrated{Q} DV50 Decode application before opening an application that supports QuickTime and before attempting to open any MXF and/or QuickTime DV50 movie in any application that supports QuickTime. If you set options while the QuickTime-supported application is opened, you will have to restart the application before the Calibrated{Q} DV50 options take effect.

Starting with v1.8.0 your settings are all global for all users on the computer and stored in:

**(Windows)** “[SystemDrive]:\Program Data\Calibrated” for Vista and Windows 7 or “[SystemDrive]:\Documents and Settings\All users\Application Data\Calibrated” for Win XP. The Options now require Admin Rights to change and are the same for all users on the computer.

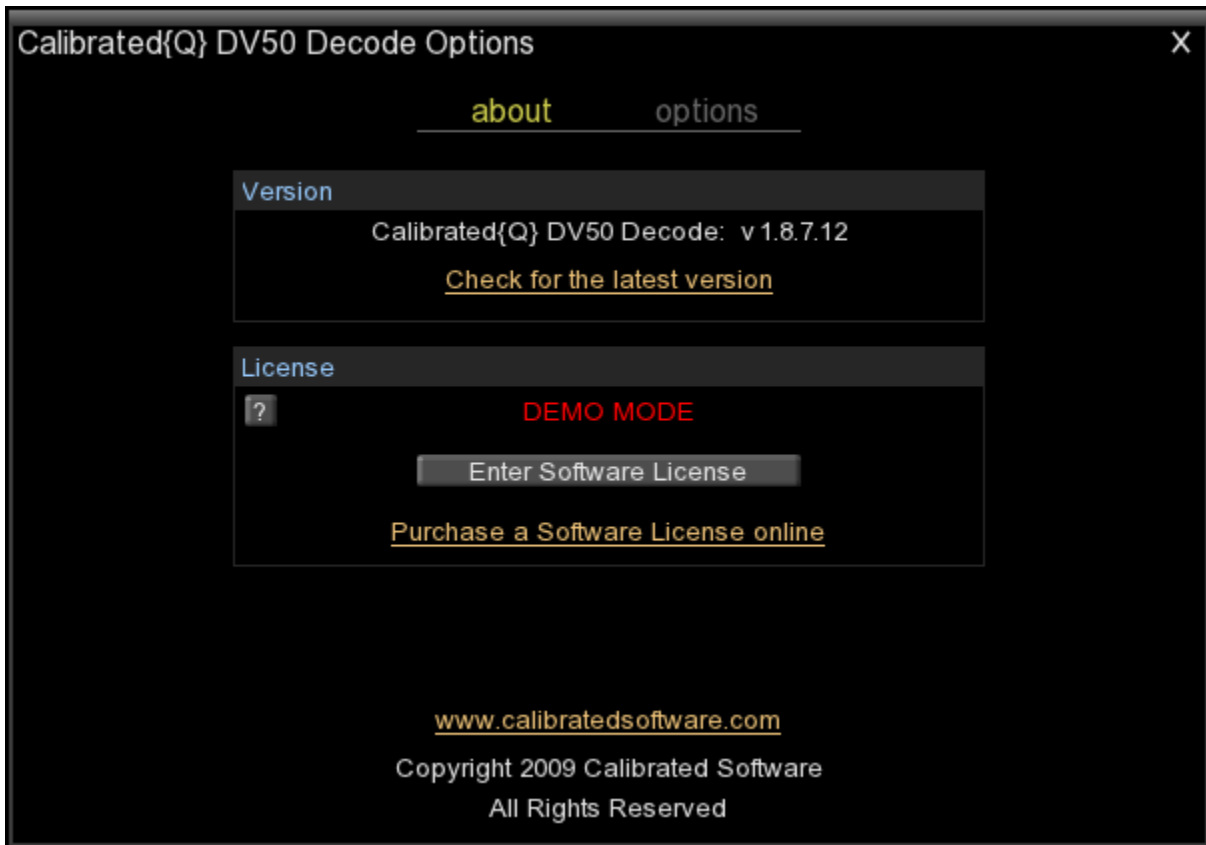
## Options Interface

The Calibrated{Q} DV50 Decode options interface has an OpenGL GUI with two pages: **about** and **options**.

The **about** page displays by default page when the Calibrated{Q} DV50 Decode Options application is started. The **about** page contains the version number of the currently installed Calibrated{Q} DV50 Decode codec and indicates whether the codec is running in DEMO MODE or LICENSED MODE.

You access the **options** page by clicking **options** located at the top of the page. This page contains all of the global options for the Calibrated{Q} DV50 Decode codec.

## 'about' page



### Version

The version box shows the version of Calibrated{Q} DV50 Decode you are running and it displays a webpage link of where to download the latest version.

### License

The license box is where you enter in your Software License after purchase. It will display a green LICENSED if you are properly licensed. Please see the 'Software License' chapter in this User Guide for more information.

## 'options' page



The following decode options are available in the Calibrated{Q} DV50 Decode Options application:

## YUV Matrix and Gamma Settings

### **Quick Setup**

These are five different quick settings for the Full Range/Gamma OFF, Full Range/Gamma ON(Auto), Full Range/Gamma ON(Swap), SMPTE Range/Gamma OFF and Custom that you might prefer depending on your particular workflow. You should consider the setting information that follows as guidelines only in regards to QuickTime Gamma Correction. Different applications behave differently with respect to QuickTime Gamma Correction.

**Full Range/Gamma OFF (DEFAULT):** These are the default settings and are probably what most users prefer. QuickTime Gamma Correction will be disabled in the codec and RGB data will have the same Gamma as the native YUV. This may produce slightly brighter/darker video in some applications when rendering to different QuickTime video codecs as those QuickTime video codecs may be expecting RGB with Gamma Correction.

**Full Range/Gamma ON (Auto):** This setting enables QuickTime Gamma Correction when converting to RGB with the default Platform Gamma (1.8 for Apple computers and 2.5 for Windows computers). In most applications, this setting may produce darker or brighter RGB video frames when converting from YUV to RGB. However, this *should* correct the slightly brighter/darker video when rendering to different QuickTime video codecs.

**Full Range/Gamma ON (Swap):** This is an ADVANCED setting that enables QuickTime Gamma Correction when converting to RGB with the **opposite** Platform Gamma (2.5 for Apple computers and 1.8 for Windows computers). This should only be used in **ADVANCED** workflows.

**SMPTE Range/Gamma OFF:** This setting should only be used with applications that can accept RGB video data in the SMPTE range of 16-235.

**Custom:** Use this option to specify your own YUV Matrix and QuickTime Gamma options.

## ***YUV to RGB Matrix***

With Calibrated{Q} DV50 you have the ability to enable/disable support for various YUV/RGB colorspace. Setting the YUV Matrix enables you to control how YUV is converted to RGB in SD and HD.

There are four **YUV to RGB Matrix** options:

- 601 SMPTE (16,235)
- 601 Full (0,255)
- 709 SMPTE (16,235)
- 709 Full (0,255)

Generally, 601 equations are used for SD video and 709 equations are used for HD video.

The Full option (the default value) converts YUV, which has black-white levels of 16-235, to RGB with black-white levels of 0-255. The SMPTE option will convert YUV to RGB with black-white levels of 16-235. The Full option is usually the preferred workflow option since RGB is viewed at having a black/white level of 0-255 for 8-bit RGB material in most applications. Using the SMPTE option, users can preserve the super black/white values of YUV data when converting to RGB, but this option should only be used for specific workflow where you will be able to work with RGB data in the broadcast range (for example, 16-235).

**Important Note:** The **YUV to RGB Matrix** setting will ONLY be used if an application requests RGB data for a video frame. If an application requests YUV data for a video frame, which is typical behavior for the QuickTime Player, the **YUV to RGB Matrix** setting will have no effect on the YUV data being handed to the application.

## ***Report Source Gamma As***

Gamma is perhaps one of the most confusing and frustrating features for many users of QuickTime movies in their workflow. In fact, there are many articles about how differently QuickTime Gamma is treated in various applications. The ability to adjust the reported Gamma is a feature in the Calibrated{Q} Decode codecs to help you alleviate the problems associated with QuickTime Gamma.

There are six **Source Gamma** options:

- Native
- 2.22
- 2.20
- 2.50
- 1.8
- Match Destination

QuickTime requires any codec to report the Source Gamma of the video. QuickTime recommends reporting a Gamma of 2.20 for SD YUV and 2.22 for HD YUV and reporting either Apple(1.8) or Window(2.5) Gamma for RGB video, depending on the platform you are using. The **Match Destination** setting is unique in the Calibrated{Q} Decode codecs in that the codec will report the Source Video Gamma for the video as whatever the requested Destination Video Gamma is, thereby sidestepping the need for QuickTime or other applications to try to match the different Gammas of the Source and Destination video. This can come in handy if you are converting the YUV source data to RGB destination data.

## ***Match Destination Gamma***

There are three **Match Destination Gamma** options:

- No
- Yes
- Yes (but No...)

When the Gamma differs between the Source Gamma and Destination Gamma, QuickTime asks the codec if it can match the Gammas (for example, convert the footage from Source Gamma to Destination Gamma). The default value is **Yes**

**(but no...)**, which means the codec notifies QuickTime that it will perform Gamma conversions, but in actuality it does not perform any Gamma conversion.

You can set the **Match Destination Gamma** option to **No**, which means the codec cannot perform Gamma conversion. This option may cause QuickTime to try to perform the Gamma conversion itself. You can also set this option to **Yes** and the codec will perform any Gamma conversions. If you set the **Report Source Gamma As** option to **Match Destination**, then the **Match Destination Gamma** option should not matter since the codec will always report Source and Destination Gamma as equal.

### ***Default Platform Gamma***

There are three options:

- Auto (**DEFAULT**)
- Apple Platform Gamma
- Windows Platform Gamma

When Auto is selected, QuickTime Windows Platform Gamma of 2.5 is used on Windows computers and QuickTime Apple Platform Gamma of 1.8 is used on Apple computers when Gamma Correction is enabled. You can override and swap the default platform values – this should only be done in advanced workflows.

### ***Chroma Sampling***

There are two options:

- Duplicate Values
- Average Neighbors (**DEFAULT**)

This controls how chroma is interpolated when converting from YUV 422 -> RGB 444. 'Average Neighbors' will produce smoother colors when converting; 'Duplicate Values' was added to essentially 'turn off' the averaging for a few customer's custom workflows.

### ***Important Note about QuickTime Gamma Settings***

**Please Note:** Even with the above settings to adjust Gamma, it is imperative that a user test out the settings in their own workflows due to the fact that QuickTime Player and 3<sup>rd</sup> party applications can still disregard the Gamma information from a codec and still attempt to adjust Gamma on their own.

## **Performance Options**

**MT YUV->RGB:** This option can enable/disable multi-threading YUV to RGB conversions if an application is requesting frames in the RGB colorspace.

**MT-X YUV->RGB:** *DEFAULT* This option can enable/disable multi-threading YUV to RGB conversions with OPTIMIZED 8-bit color-conversion routines if an application is requesting frames in the 8-bit RGB colorspace when the Quick Setup is set to either "Full Range/Gamma OFF" or "SMPTE Range/Gamma OFF".

## **Colorspace Watermark**

This option watermarks the video in the top-left corner – it is IMPORTANT to disable this option when doing production work or rendering as the watermark will be a part of the video – this option is just meant for quick checks for the user to see what colorspace Calibrated{Q} DV50 Decode is handing to the calling application. The watermark is a black rectangle. The top text will be 8-bit YUV422 – this indicates what the DV50 video was decompressed as. The bottom text will either say Deliver 8-bit YUV422, Deliver High Precision YUV, Deliver 8-bit RGB444, Deliver 8-bit RGBA4444, Deliver 16-bit RGB444, or Deliver 16-bit RGBA4444 – this indicates what colorspace the video frame is delivered at to the calling application.



## **FourCC Output Support(Advanced)**

All QuickTime codecs must be able to decompress to 8-bit RGBA and 8-bit RGB as a base colorspace format. QuickTime codecs can also declare that they can decompress to other types of colorspace as well, which can be useful in certain workflows and applications.

### ***Important Note about FourCC Output Support***

Even though Calibrated{Q} DV50 Decode supports decoding to 8-bit YUV422, 16-bit RGB(A) 444(4), and other YUV colorspace (i.e. High-Precision YUV) - it is up to an application using Calibrated{Q} DV50 Decode to request those colorspace – most applications though only request 8-bit RGB(A) 444(4) from QuickTime codecs.

The FourCC options enable you to set which colorspace, beyond the base 8-bit RGBA/RGBA, that Calibrated{Q} DV50 Decode codec will declare to applications that it supports.

There are three FourCC options:

- Enable 8-bit YUV (enabled by default)
- Enable High-Precision YUV
- Enable 16-bit RGB(A)

### ***Enable 8-bit YUV***

Enable/disable support for 8-bit YUV422 '2vuy' colorspace. This colorspace is the natural colorspace to which the codec will decompress. This option enables the QuickTime Player to perform decoding at its fastest speed and is necessary for the best playback performance in the QuickTime Player. The decompression speed also greatly improves in any other application that is capable of recognizing that the codec can decompress to 8-bit YUV422 data.

However, disabling this option can sometimes be useful when using the codec with various compositing applications or trying to export to another codec from QuickTime Player Pro. By disabling this option, the chance of gamma or color conversion from YUV-> problems with QuickTime are reduced, however, the tradeoff is that applications that understand and prefer 2vuy video data will be slower because the codec will only report to them as using RGB data. Thus, the YUV->RGB color-space transformation will be forced to happen in the codec, using the matrix set in the **YUV to RGB Matrix** option.

### ***Enable High-Precision YUV***

This option enables/disables support for 8-bit YUVA4444 'v408', 8-bit YUVA4444 'r408', 32-bit float YUVA4444 'r4fl', 8-bit YUV444 'v308', and 10-bit YUV422 'v210' colorspace. Enabling this option will not make the image better; however enabling this option can help in certain applications that support these formats in their rendering pipelines.

### ***Enable 16-bit RGB(A)***

This option enables/disables support for 16-bit RGB 'b48r' and 16-bit RGBA 'b64a' colorspace. Enabling this option will not make the image better; however enabling this option can help in certain applications that support these formats in their rendering pipelines.

## Software License Agreement

By downloading, installing, ordering, or using the software - you are agreeing to the Software License Agreement. You can download or view the Software License Agreement on our website:

<http://www.calibratedsoftware.com/softwarelicenseagreement.asp>

<http://www.calibratedsoftware.com/downloads/SoftwareLicenseAgreement.pdf> (PDF – requires Adobe Acrobat)

## After Purchase - Software License Instructions

After payment is received for your order, you will be able to generate a Software License in your Customer Account on our website for Calibrated{Q} DV50 Decode. **Please note that one(1) Software License is for a single activation on one(1) physical computer (a Software License is tied to the computer's motherboard), and you cannot deactivate/activate a Software License from one computer to another computer. Orders are allowed a limited number of Software License reset(s) –** where you can reset your Software License in your Customer Account in the event of a new motherboard on your current computer or if you upgrade to a new computer – please check your order to see how many Software License reset(s) your order came with – once you have used up all Software License reset(s) then you would have to purchase a new Software License. You can only reset a Software License in your Customer Account if **(A)** you have removed the software from the previous computer and **(B)** it has been at least 30 days since you previously generated or reset your Software License.

### *Instructions - Generating a new Software License*

#### **Step 1: Download and install the software**

Skip this step if you have already downloaded and installed the software. If you have NOT already done so, please [download](#) and install Calibrated{Q} DV50 Decode for Windows on the Windows computer you want to license.

#### **Step 2: Retrieve your 'Computer ID' from the software**

Go to the CalibratedQDV50Options.exe application located in the folder C:\Program Files\Calibrated\Applications\Options. Open the CalibratedQDV50Options.exe application and then press the 'Enter Software License' button and copy our 'Computer ID' from the window that pops up.

#### **Step 3: Generate your Software License in your Customer Account**

Sign in to your Customer Account on the Calibrated Software website and then click on the 'license' tab in our Customer Account and then press the green "Generate" button and paste in your 'Computer ID' on the website when prompted. Your Software License will then be generated and presented to you, and saved in your Customer Account. This Software License is tied to your computer's motherboard and will only work on this specific computer.

#### **Step 4: Enter in your Software License into the software**

Go back to the 'about' page of CalibratedQDV50Options.exe and press the "Enter Software License" button and paste in your Software License in the window that pops up, press the 'Apply' button and then restart your computer. After restarting, your software will have the DEMO MODE limitation removed and be fully functional.

## ***Instructions – Resetting a saved Software License***

**Please Note:** Order are allowed a limited number of **Software License reset(s)** – where you can reset your Software License in your Customer Account in the event of a new motherboard on your current computer or if you upgrade to a new computer – please check your order to see how many Software License reset(s) your order came with – once you have used up all Software License reset(s) then you would have to purchase a new Software License. You can only reset a Software License in your Customer Account if **(A)** you have removed the software from the previous computer and **(B)** it has been at least 30 days since you previously generated or reset your Software License.

### **Step 1: Remove the software from the older computer and install the software on the new computer**

Skip this step if you have already downloaded and installed the software. If you have NOT already done so, please [download](#) and install Calibrated{Q} DV50 Decode for Windows on the new computer you want to license.

### **Step 2: Retrieve your 'Computer ID' from the software on the new computer**

Go to the CalibratedQDV50Options.exe application located in the folder C:\Program Files\Calibrated\Applications\Options on the new computer. Open the CalibratedQDV50Options.exe application and then press the 'Enter Software License' button and copy our 'Computer ID' from the window that pops up.

### **Step 3: Reset your Software License in your Customer Account**

Sign in to your Customer Account on the Calibrated Software website and then click on the 'license' tab in our Customer Account and then press the blue "View" button. In the window that pops up, find the name of your previous computer in the 'Computer Name' column and press the blue "Reset" button in that row, and then paste in your 'Computer ID' on the website when prompted. Your Software License will then be reset to the new computer and presented to you, and saved in your Customer Account. This Software License is tied to your new computer's motherboard and will only work on this new computer.

### **Step 4: Enter in your Software License into the software**

Go back to the 'about' page of CalibratedQDV50Options.exe and press the "Enter Software License" button and paste in your Software License in the window that pops up, press the 'Apply' button and then restart your computer. After restarting, your software will have the DEMO MODE limitation removed and be fully functional.

## **Refund Policy**

A refund for the purchase price of an order may only be given if you have NOT generated a Software License for your order, AND the refund request is within 30 days of the order purchase date. For more details see our [refund policy](#).

## Seeing a white or black screen after installing

1. Is Calibrated{Q} DV50 Decode installed properly?

On Windows, make sure QuickTime Player 7.6.6 is installed, and that the CalibratedDV50Q.qtx component is in the [System Drive]/Program Files/QuickTime/QTComponents folder (on Windows 64-bit systems it would be the Program Files (x86) folder)

2. Did you restart your computer after installing?

If you haven't, then please restart

3. Did you re-import the files into your application?

With some applications it is necessary to re-import your files.

4. Are you sure the files are DV50 compressed?

To check if they are, please open the DV50 files in QT Player and open the 'Movie Inspector' Window and check what is reported as the 'Format' - it should be a type of DV50

5. I can see the DV50 files in QT Player but not the application that I want to use them in?

If you already tried restarting and re-importing the files into the application you want to use then perhaps the application you want to use does not support QuickTime or the QuickTime 7.0 SDK.

## DEMO MODE watermark still visible after licensing

1. Did you restart your computer after licensing?

If you haven't, then please restart

2. Did you re-import the files into your application?

With some applications it is necessary to re-import your files or if you had rendered the files while in DEMO MODE then the DEMO MODE watermark would be 'burned' into the rendered files – please re-render the files.

3. Are you sure the files are DV50 compressed?

To check if they are, please open the DV50 files in QT Player and open the 'Movie Inspector' Window and check what is reported as the 'Format' - it should be a type of DV50

4. Did you generate and enter in your Software License?

If not, please see the 'Software License' chapter in this User Guide on how to generate and enter in your Software License after purchase. If you are properly licensed, then the 'about' page of the Calibrated{Q} DV50 Options applications should say LICENSED in green.

## Misc.

1. The files do not play real time.

Please see the 'Performance' sub-chapter at the beginning of this User Guide for information on this topic.

2. The files crash when I try to open up QT Player in Windows?

It sounds like you are on an older computer (circa 2005/2006 or earlier) that does not support SSE3 processor instructions. A computer with a processor that supports SSE3 instructions is a requirement.

3. CatDV crashes or locks up when playing DV50 MXF or DV50 MOV files.

If you experience any problems in creating proxies and/or playback in CatDV, please enable Protected Mode in CatDV. To enable 'Protected Mode', go to the CatDV Preferences and select 'Media Playback' and then check the option 'Protected player: Use separate QuickTime helper process'. Playback performance is a little less smooth in 'Protected Mode' but it will be more stable. Also, in newer versions of CatDV you may wish to also disable the '*scrub audio when dragging play head*' option in the 'Media Playback' CatDV Preferences to make scrubbing in CatDV faster.

*When using DV50 MXF files in conjunction with Calibrated{Q} MXF Import:* If you are working with MXF files where the audio is stored in its own separate MXF file (i.e. Panasonic P2, Ikegami GFCAM, Avid, Sony SAM) it can help in CatDV to enable the **Audio Small Segments** in the Calibrated{Q} MXF Import Options application. Please see *the BETA Features - Audio Only MXF Segment Size* in the Calibrated{Q} MXF Import User Guide for more details.

## **Version 1.9.6**

- BETA Support for 32/64-bit Windows 8 - our software should work fine on Windows 8; however QuickTime Player does not officially support Windows 8 yet.

## **Version 1.9.5**

- No Changes

## **Version 1.9.4**

- Minor speed improvement
- Updated User Guide
- Installer is now 'digitally signed' to verify that it came from Calibrated Software

## **Version 1.9.3**

- [Windows Only Fix] – Fixed rare crash in the Calibrated{Q} DV50 Decode Options application

## **Version 1.9.2**

- "MT-X YUV->RGB On" is now enabled as the default YUV->RGB conversion. If you had installed a previous version of Calibrated{Q} DV50 Decode then you will have to manually enable the 'MT-X YUV->RGB' option in the Calibrated{Q} DV50 Decode Options application.

## **Version 1.9.1**

- Added BETA Feature – in the 'Performance' Options you can enable "MT-X YUV->RGB On" – this will greatly speed up 8-bit YUV->8-bit RGB conversions when the Quick Setup is set to either "Full Range/Gamma OFF" or "SMPTE Range/Gamma OFF"

## **Version 1.9.0**

- No Changes

## **Version 1.8.7**

- Added new QuickSetup, added ability to swap Platform Gamma, added ability to change Chroma Sampling

## **Version 1.8.6**

- No changes

## **Version 1.8.5**

- Updated Adobe CS XML patch file for CS5.5.0
- Added option for multi-threading any YUV->RGB conversions – BETA FEATURE
- Minor optimizations

## **Version 1.8.4**

- Internal build only

### **Version 1.8.3**

- Updated text in Options application

### **Version 1.8.2**

- Added Adobe CS5.0.3 XML patch file for faster decoding
- Updated User Guide

### **Version 1.8.1**

- Updated User Guide
- Update Options application

### **Version 1.8.0**

- Updated User Guide
- **(Windows)** Global Options are now stored in “[SystemDrive]:\Program Data\Calibrated” for Vista and Windows 7 or “[SystemDrive]:\Documents and Settings\All users\Application Data\Calibrated” for Win XP. The Options now require Admin Rights to change and are the same for all users on the computer.
- Updated ‘about’ page of the Calibrated{Q} DV50 Options application

### **Version 1.7.0**

- Optimizations

### **Version 1.6.7**

- Updated Manual

### **Version 1.6.5**

- Updated Calibrated{Q} DV50 Options application interface

### **Version 1.6.0**

- **(Windows)** License file is now stored in “[SystemDrive]:\Program Data\Calibrated” for Vista and Windows 7 or “[SystemDrive]:\Documents and Settings\All users\Application Data\Calibrated” for Win XP – this does not affect any previous license files. All previous license files are still valid and will work fine.

**calibrated**  
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