



User Guide

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Overview

Calibrated{Q} MP4-EX Import is a QuickTime component for NATIVE Importing and Playback of Sony XDCAM EX and JVCPro HD HM700/HM100 MP4 files in QuickTime Player 7 and CatDV on Windows and Mac OSX, and Final Cut Studio 2 and 3 applications(with the exception of Color) on Mac OSX. Other QuickTime-centric applications in Mac OSX may work but the users should test out those applications to insure compatibility.

Calibrated{Q} MP4-EX Import is a QuickTime component that lets QuickTime Player 7, FCP, etc. understand the MP4 file wrapper; however the XDCAM EX QuickTime Codec needs to be installed to decompress the video. For Windows computers, this means that Calibrated{Q} XD Decode for Windows is needed. For Mac OSX computer either Final Cut Pro 6.0.6, Final Cut Pro 7, or Final Cut Server 1.5 is needed OR Calibrated{Q} XD Decode is needed (do not install Calibrated{Q} XD Decode on a Mac computer with any version of Final Cut Pro/Final Cut Server). Please see the System Requirements in Chapter 2 for more details.

The Calibrated{Q} MP4-EX Options application sets Global Options for use with the Calibrated{Q} MP4 EX Import component. (See Chapter 3: Global Options)

DEMO MODE Limitation

Calibrated{Q} MP4-EX Import will only read up to 30 seconds of media. If you attempt to read MP4 media that is less than 30 seconds, Calibrated{Q} MP4-EX Import will only read half of the media – this is the only DEMO MODE limitation. In every other way, the DEMO MODE for Calibrated{Q} MP4-EX Import is fully functional. Using the software in DEMO MODE is for testing only and should not be used for commercial purposes.

Compatible MP4 Files

The following MP4 files (in BPAV folder structure or not) will work with Calibrated{Q} MP4-EX Import:

Directly from cameras*:

Sony XDCAM EX MP4 files

JVCProHD HM 700/HM100 MP4 files

Rendered from Software:

MP4 files created with Sony XDCAM Transfer in Final Cut Pro

Windows Requirements and Installation

Ensure your PC meets the following requirements prior to installing Calibrated{Q} MP4-EX Import:

- 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 7.6.6 or higher
- Calibrated{Q} XD Decode for Windows is required to decompress the video contained in the MP4 files.

Installing on Windows

To install Calibrated{Q} MP4-EX Import on a Windows Computer:

1. Quit any applications using QuickTime.
2. Run the Calibrated{Q} MP4-EX Import Installer. The install program creates a folder named **Calibrated** in the *[System Drive]\Program Files* directory. The **Calibrated** folder will contain the Calibrated{Q} MP4-EX Import Options application and User Guide.
3. Restart your computer

After running the Calibrated{Q} MP4-EX Import installer, you will be able to access the Calibrated{Q} MP4-EX Import Options application in this location:

[System Drive]\Program Files\Calibrated\Applications\Options\CalibratedQMP4EXOptions.exe

The CalibratedMP4EXQ.qtx will be auto-copied to the *[System Drive]\Program Files\QuickTime\QTComponents* directory.

Uninstalling on Windows

To uninstall Calibrated{Q} MP4-EX Import on a Windows Computer:

1. Go to the **Control Panel>Add/Remove Programs**.
2. Select and uninstall **Calibrated{Q} MP4-EX** from the list of programs.
3. Restart your computer.

Windows Applications Support

Calibrated{Q} XD Decode for Windows is required. Please see Chapter 4: Use with Windows Applications for more details.

- QuickTime Player 7.6.6
- CatDV 8.1.11 or greater
- Other 'QuickTime-centric' applications (i.e. applications that use the QuickTime SDK to open media files) may work; however it is up to the user to test out and insure compatibility with those applications

Mac Requirements and Installation

Ensure your Mac meets the following requirements prior to installing Calibrated{Q} MP4-EX Import:

- Mac Intel Computer Only; recommended at least Intel Core 2 Duo with two cores or two physical processors
- Mac Intel with OSX 10.5.8(Leopard) or 10.6.8(Snow Leopard) or 10.7.5(Lion) or 10.8.5(Mountain Lion)
- *BETA Only Support for 10.9 (Mavericks) - QuickTime Player X and Finder Preview in Mavericks do not work with our software. The workaround for QT Player X is to install QuickTime Player 7 and use that for playback. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.*
- QuickTime 7.6.6 or higher (QT Player X NOT supported)
- Final Cut Pro 6.0.6 OR Final Cut Pro 7, Final Cut Server 1.5, OR Calibrated{Q} XD Decode is needed to decompress the video in the MP4 files. Calibrated{Q} XD Decode should not be installed on any Mac computer with any version of Final Cut Pro
- FCP X is not supported – see the FCP X section in this User Guide for more details

Installing on Mac OSX

To install Calibrated{Q} MP4-EX Import on a Mac Computer:

1. Quit any applications using QuickTime.
Run the Calibrated{Q} MP4-EX Import Installer. The install program creates a folder named **Calibrated** in the /Applications directory. The **Calibrated** folder will contain the Calibrated{Q} MP4-EX Import Options application and User Guide
2. The CalibratedMP4EXQ.component will be auto-copied to the “/Library/QuickTime” directory.
3. Restart your computer

After running the Calibrated{Q} MP4-EX Import installer, you will be able to access the Calibrated{Q} MP4-EX Import Options application in this location:

/Applications/Calibrated/Applications/Options/CalibratedQMP4EXOptions.app

Uninstalling on Mac OSX

To uninstall Calibrated{Q} MP4-EX Import on a Mac Computer:

1. If no other Calibrated Software is installed, then delete the directory:

/Applications/Calibrated

and skip Step 2 and go to Step 3
2. If other Calibrated Software is installed, then only delete:
 - a. /Applications/Calibrated/Applications/Options/CalibratedQMP4EXOptions.app
 - b. /Applications/Calibrated/Plugins/QuickTime/CalibratedMP4EXQ.component
 - c. /Applications/Calibrated/Docs/ CalibratedQMP4EX-UserGuide.pdf
3. Delete the file:
/Library/QuickTime/CalibratedMP4EXQ.component
(that's the Library folder on the Main Harddrive NOT the Library folder in the User Directory)
4. Restart your computer.

Mac OSX Applications Support

For Mac OSX systems without Final Cut 6.0.2 or greater or Final Cut Pro 7 installed or Final Cut Server 1.5 installed then Calibrated{Q} XD Decode for OSX is required. Do not install Calibrated{Q} XD Decode for OSX on any Mac OSX computer with any version of Final Cut Pro installed. Please see Chapter 5: Use with Mac OSX Applications for more details.

- QuickTime Player 7.6.6
- Final Cut Studio 2 applications (except for Color); FCP 6.0.6
- Final Cut Studio 3 applications (except for Color)
- CatDV 8.1.11 or greater
- iMovie 09/11
- Final Cut Express 4.0.1
- FCP X is not currently supported – see the FCP X section in this User Guide for more details
- Other ‘QuickTime-centric’ applications (i.e. applications that use the QuickTime SDK to open media files) may work; however it is up to the user to test out and insure compatibility with those applications

Notes about QuickTime Player X

QuickTime Player X is not supported. The bug has been forwarded to Apple. Please see the ‘QuickTime Player 7’ section in the Mac OSX Applications chapter for further details.

Notes about QuickLook on Mavericks

BETA Only Support for 10.9 (Mavericks) – QuickLooks (i.e. Finder Preview) in Mavericks does not work with our software. The bug has been forwarded to Apple.

Known Issues and Limitations

The following known issues and limitations are associated with Calibrated{Q} MP4-EX Import:

- PullDown is not removed.
- BETA Only Support for 10.9 (Mavericks) - QuickTime Player X and Finder Preview in Mavericks do not work with our software. The workaround for QT Player X is to install QuickTime Player 7 and use that for playback. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.
- Auto-assembling of spanned MP4 files is not supported. This means that if a shot is 'spanned' over multiple MP4 files the MP4 files will still only be opened or imported as individual MP4 files.
- MP4 files cannot be opened with QuickTime Player X for Mac OSX Snow Leopard (10.6) or Mac OSX Lion(10.7); you must install and use QuickTime Player 7 to open MP4 files in QuickTime Player on Mac OSX Snow Leopard (10.6) or download it from the QuickTime website. Please see the QuickTime Player 7 section in the Mac OSX Applications chapter for more details.
- Apple Color is not supported.
- Other 'QuickTime-centric' applications than the ones listed in this User Guide may be able to use and open MP4 files with Calibrated{Q} MP4-EX Import as well but the user should test out those applications to insure compatibility.
- With Shake on Mac OSX, you must set the BaseFile Type to QuickTime Movie for MP4 Files.
- RealTime Playback of MP4 files is dependent upon both your computer system and application. Calibrated{Q} MP4-EX Import does not actually playback or decode any video frames
- If Final Cut Pro 6.0.6 or Final Cut Pro 7 or Final Cut Server 1.5 is not installed, Calibrated{Q} XD Decode codec is needed to decompress the video.

To take advantage of certain features in Final Cut Pro 6 or 7, such as SmoothCam Filter and Select Media Management features, it is recommended that you change the Auto-change Typecode to **MooV** in the Calibrated{Q} MP4-EX Options application (see Chapter: Global Options and Chapter: Use with Mac OSX Applications for more details)

IMPORTANT for FCP: In Final Cut Pro – certain Media Management functions will not work properly if the typecode of a MP4 file is not 'MooV'. In those cases where the typecode of a MP4 file is NOT set to 'MooV', then if you perform any Media Management in FCP – the MP4 files are simply copied by FCP instead of FCP rewrapping the MP4 files into a MOV file..

- On Mac OSX, after purchasing and licensing Calibrated{Q} MP4-EX Import for OSX, you will have to use 'refresh' in Calibrated{Q} Import Assist to update the duration of any MP4 files you had imported into Final Cut Pro or Final Cut Express while in DEMO MODE. (see Chapter: Use with Mac OSX Applications and Chapter: Calibrated Refresh for FCP/FCE for more details)
- At this time, Calibrated{Q} MP4-EX Import does not work directly with FCP X or Motion 5. We are investigating the situation but at this time we do not have an ETA on when or if Calibrated{Q} MP4-EX Import for OSX will work directly in FCP X or Motion 5.
- There is a Mac OS X Only issue with the Apple XDCAM Codec (v2.0 or v2.0.1) that comes with FCP X, Motion-X, or Compressor 4 - only Interlaced XDCAM EX video is affected and the issue has only been seen in one or two

third party applications – basically when attempting to play and/or view the interlaced XDCAM EX video in the those applications a green 'plaid' pattern is seen over the interlaced XDCAM EX video. Since the issue happens with both XDCAM EX .MP4 files and XDCAM EX .MOV files – we have determined that the issue is not caused by Calibrated{Q} MP4-EX Import for OSX. It is also not known if the issue only happens with certain graphics cards. Apple has been informed of the issue, but the status of any resolution by Apple is not known. The only workaround is to use either the Apple XDCAM Codec v1.6 (the last version that came with FCP 7.0.3) or use Calibrated{Q} XD Decode for OSX to decode the video (please note that Calibrated{Q} XD Decode for OSX is NOT meant to be installed or used on an computer with any version of FCP installed).

- Premiere Pro/After Effects CS5.0.3 Bug – The TimeCode for 23.976 QT Ref MOV files and QT Self-Contained MOV files is not interpreted correctly in CS5.0.3. This may be due to PPro/AE CS5.0.3 not interpreting the 23976/1000 rate of the TimeCode Track correctly. PPro/AE CS5.5.0 does not appear to have this issue.

Overview

This chapter describes the features available in the Calibrated{Q} MP4-EX Import Options interface.

Important Note: You must set options within the Calibrated{Q} MP4-EX Import Options application before opening an application that supports QuickTime and before attempting to open any MP4 file 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} MP4-EX options take effect.

Starting with v2.0.0 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.

(Mac OSX) “/Library/Application Support/Calibrated”. The Options now require Admin Rights to change and are the same for all users on the computer.

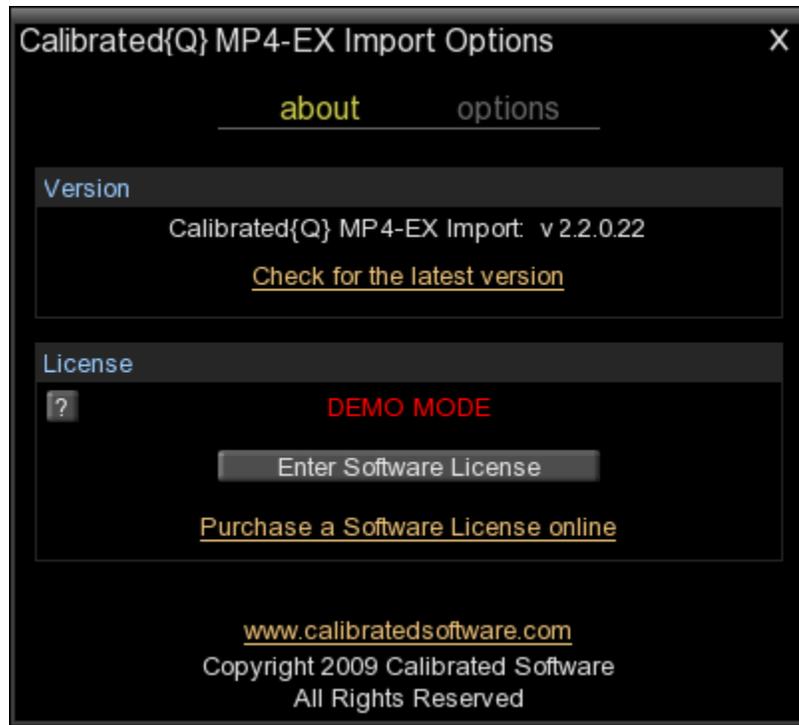
Options Interface

The Calibrated{Q} MP4-EX Import Options interface has an OpenGL GUI with two pages: **about** and **options**.

The **about** page displays by default page when the Calibrated{Q} MP4-EX Import Options application is started. The **about** page contains the version number of the currently installed Calibrated{Q} MP4-EX Import component and indicates whether the component 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} MP4-EX Import component.

'about' page



Version

The version box shows the version of Calibrated{Q} MP4-EX Import 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 **options** page, shown in the following image, contains options for specifying how MP4 files are opened.



ReelName Options

(this option will be removed in a future version and the ReelName will be fixed to using the Clip ID)

- **ReelName**
Starting with v1.6.5 – the default ReelName is the Clip UUID. Previously, the default ReelName was set to the Parent Folder option. This was changed so that users could maintain a consistent ReelName without having to keep track of how the Parent folder of the BPAV was named. Current users who want the Parent folder as the ReelName can change it back with this option.

You can choose one of the following for the ReelName:

- The Parent directory of the MP4 Files (the Parent Directory of BPAV folder is used)
- **Creator** found in the XML File for the MP4 file when in the BPAV Folder Structure.
- **Serial Number** found in the XML File for the MP4 file when in the BPAV Folder Structure.
- **Title 1** found in the XML File for the MP4 file when in the BPAV Folder Structure.
- **Title 2** found in the XML File for the MP4 file when in the BPAV Folder Structure.
- **The Clip UUID of the MP4 File (DEFAULT)**

Auto-Change TypeCode (Mac Only)

With this option, the Calibrated{Q} MP4-EX Import component can auto-change the typecode of MP4 files. This does not change the MP4 file in any way; it changes how OSX identifies the file only in the OSX filesystem.

You can choose one of the following from the **Auto-Change TypeCode**:

- Off
- MooV (**DEFAULT**) (QuickTime TypeCode)
- ????? (Generic TypeCode)
- Remove the TypeCode (usually XDCAM EX MP4 files have no TypeCode associated with them)

Switching to **MooV** has a few advantages in Final Cut Pro. For MP4 files with a TypeCode of MooV you can apply the SmoothCam Filter as well as perform certain Media Management features.

IMPORTANT for FCP: In Final Cut Pro – certain Media Management functions will not work properly if the typecode of a MP4 file is not 'MooV'. In those cases where the typecode of a MP4 file is NOT set to 'MooV', then if you perform any Media Management in FCP – the MP4 files are simply copied by FCP instead of FCP rewrapping the MP4 files into a MOV file.

The Auto-Change TypeCode feature only works if the MP4 file is unlocked and stored on writeable storage (for example, if the hard-disk drive that the MP4 file is stored on is non-writeable, the Auto-Change TypeCode will not work).

If the MP4 file is locked, but on writeable storage, you can check the **Unlock/Relock** LOCKED Files option. This will unlock a LOCKED MP4 file thereby letting the TypeCode to be changed and then the MP4 will be relocked. (see Chapter 5: Use with Mac OSX Applications for more details)

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<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} MP4-EX Import. **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} MP4-EX Import on the computer you want to license. Please remember that if you purchased a Software License for Mac OSX then you can only generate a Software License for a Mac OSX computer, and likewise for Windows.

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

Go to the folder:

Windows: C:\Program Files\Calibrated\Applications\Options folder

Mac OSX: /Applications/Calibrated/Applications/Options folder

Open the “**Calibrated{Q} MP4-EX Import Options**” application located in the above folder 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 “Calibrated{Q} MP4-EX Import Options” application 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.

Step 5: For Final Cut Pro or Final Cut Express

IMPORTANT for Final Cut Pro or Final Cut Express: Please read the 'Calibrated QuickRefresh' chapter in the this User Guide and use the 'refresh' feature in the 'Calibrated{Q} Import Assist.app' to refresh the duration of any MP4 file you had imported into Final Cut Pro or Final Cut Express while running Calibrated{Q} MP4-EX Import in DEMO MODE.

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} MP4-EX Import on the computer you want to license. Please remember that if you purchased a Software License for Mac OSX then you can only reset a Software License for a Mac OSX computer, and likewise for Windows.

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

Go to the folder:

Windows: C:\Program Files\Calibrated\Applications\Options folder

Mac OSX: /Applications/Calibrated/Applications/Options folder

Open the “**Calibrated{Q} MP4-EX Import Options**” application located in the above folder 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 “Calibrated{Q} MP4-EX Import Options” application 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](#).

Use with Windows Applications

5

Overview

This chapter describes using Calibrated{Q} MP4-EX Import in Windows applications. Calibrated{Q} XD Decode for Windows is required. Calibrated{Q} MP4-EX Import is a QuickTime component that lets QuickTime Player, CatDV, etc. understand the MP4 file wrapper; **however Calibrated{Q} XD Decode for Windows needs to be installed to decompress the video.**

QuickTime Player 7.6.6

Open QuickTime Player 7.6.6. Choose from the QuickTime Player Menu – “File” and then “Open File”. In the Open File Dialog, select the supported MP4 file you wish to open. Playback performance in QuickTime Player is dependent upon the speed of your CPU and harddrive. Please see the Calibrated{Q} XD Decode User Guide.

Users can also choose QuickTime Player as the default application for MP4 Files. To do so – navigate to a MP4 file within Windows Explorer and then right-click on the MP4 file and choose ‘Open With...’ and then navigate to QuickTime Player when prompted by Windows Explorer in asking how to open the file.

Please note – it is highly important to always backup your footage first and to never move the MP4 files out of the BPAV folder structure or otherwise alter the BPAV file structure on disc.

To create QuickTime Reference Movies of MP4 files, please use Calibrated{Q} Import Assist to do this.

Calibrated{Q} XD Decode for Windows needs to be installed to decompress the video.

CatDV 8.1.11 or greater

Getting Started

1. Make sure you have updated to at least CatDV 8.1.11 or 9.0
2. **Calibrated{Q} XD Decode for Windows needs to be installed to decompress the video.**
3. Calibrated{Q} components are needed both on the client and worker nodes.
4. **IMPORTANT - After entering in your Software License:** You may have to re-import the MP4 files that you had imported into CatDV while running in DEMO MODE.
5. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Import into CatDV

Open CatDV and choose File from the menu then Open/Import and then select the MP4 file you wish to import.

Please see the CatDV manual for any further details.

IMPORTANT: If you are experiencing 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 'scrub audio when dragging play head' in the 'Media Playback' CatDV Preferences to make scrubbing in CatDV faster.

Troubleshooting

If you have trouble importing MP4 files into CatDV or any other issues, please see Chapter 9: Troubleshooting for the most common issues.

Other Windows Applications

Other 'QuickTime-centric' applications (i.e. applications that use the QuickTime SDK to open media files) may work; however it is up to the user to test out and insure compatibility with those applications and Calibrated{Q} MP4-EX Import.

Playback performance in any other application is dependent upon the speed of your CPU and harddrive, as well as the application. Please see the Calibrated{Q} XD Decode User Guide.

Use with Mac OSX Applications

6

Overview

This chapter describes using Calibrated{Q} MP4-EX Import in Mac OSX applications. Calibrated{Q} MP4-EX Import is a QuickTime component that lets QuickTime Player, CatDV, etc. understand the MP4 file wrapper; **however a XDCAM EX QuickTime codec needs to be installed to decompress the video – this means that for Mac OSX systems without Final Cut 6.0.2 or greater or Final Cut Pro 7 installed or Final Cut Server 1.5 installed then Calibrated{Q} XD Decode for OSX is required. Do not install Calibrated{Q} XD Decode for OSX on any Mac OSX computer with any version of Final Cut Pro installed.**

BETA Only Support for 10.9 (Mavericks) - QuickTime Player X and Finder Preview in Mavericks do not work with our software. The workaround for QT Player X is to install QuickTime Player 7 and use that for playback. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.

QuickTime Player 7.6.6

Open QuickTime Player 7.6.6. Choose from the QuickTime Player Menu – “File” and then “Open File”. In the Open File Dialog, select the supported MP4 file you wish to open. Playback performance in QuickTime Player is dependent upon the speed of your CPU and harddrive. If you are using Calibrated{Q} MP4-EX Import with Calibrated{Q} XD Decode, please see the Calibrated{Q} XD Decode User Guide for more information about playback performance

Users can choose QuickTime Player 7 as the default application for MP4 Files. To do so – navigate to a MP4 file within Finder and then right-click on the MP4 file and choose ‘Get Info” and then choose QuickTime Player 7 as the default application for the file.

Please note – it is highly important to always backup your footage first and to never move the MP4 files out of the BPAV folder structure or otherwise alter the BPAV file structure on disc.

IMPORTANT: QuickTime Player X is not supported. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.

Final Cut Pro 6/7

Getting Started

1. Make sure you have updated Final Cut Pro to 6.0.6 for FC Studio 2 or you are using FC Studio 3.
2. **IMPORTANT - After entering in your Software License:** For any MP4 files imported into Final Cut Pro while in DEMO MODE, users will have to run 'refresh' in Calibrated{Q} Import Assist application for FCP to tell FCP to 're-look' at the duration of MP4 files imported in FCP while in DEMO MODE. After running 'refresh' in Calibrated{Q} Import Assist application (according to instructions in Chapter: Calibrated Refresh for FCP/FCE), the MP4 files will have the proper duration in the FCP Bin. After 'refreshing' the MP4 files in your FCP Bin, MP4 files placed in a sequence while in DEMO MODE will have to be manually stretched out to their full duration in the sequence or you can create a new sequence and drop the MP4 files in the new sequence and their full duration will show in the sequence.
3. To take advantage of certain features in Final Cut Pro 6 or 7, such as SmoothCam Filter and Select Media Management features, it is recommended that you change the Auto-change Typecode to **MooV** in the Calibrated{Q} MP4-EX Options application (see Chapter 3: Global Options and Chapter 9: Troubleshooting for more details)

IMPORTANT for FCP: In Final Cut Pro – certain Media Management functions will not work properly if the typecode of a MP4 file is not 'MooV'. In those cases where the typecode of a MP4 file is NOT set to 'MooV', then if you perform any Media Management in FCP – the MP4 files are simply copied by FCP instead of FCP rewrapping the MP4 files into a MOV file.

4. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Import into FCP

To import MP4 files into Final Cut Pro 6.0.6 or Final Cut Pro 7, simply import the MP4 files just like you would MOV files (i.e. drag-n-drop MP4 files into the FCP Bin or choose File->Import Files, etc..).

Please note: It is highly important to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Please watch our quick, online video tutorial on how you can quickly import MP4 files into Final Cut Pro:

http://www.calibratedsoftware.com/supportlibrary_view.asp?FAQs_ID=19

To take advantage of certain features in Final Cut Pro 6 or 7, such as SmoothCam Filter and Select Media Management features, it is recommended that you change the Auto-change Typecode to **MooV** in the Calibrated{Q} MP4-EX Options application (see Chapter 3: Global Options and Chapter 9: Troubleshooting for more details)

IMPORTANT for FCP: In Final Cut Pro – certain Media Management functions will not work properly if the typecode of a MP4 file is not 'MooV'. In those cases where the typecode of a MP4 file is NOT set to 'MooV', then if you perform any Media Management in FCP – the MP4 files are simply copied by FCP instead of FCP rewrapping the MP4 files into a MOV file.

Playback in FCP

You can playback MP4 files in a FCP Sequence just like you would a XDCAM EX MOV file. Just create a New Sequence in FCP and then drag a MP4 file to that New Sequence and select 'Yes' when FCP prompts you if you want to have the Sequence settings match the clip settings.

The actual decoding of video frames is handled by Apple's XDCAM EX QuickTime Codec, so realtime playback of MP4 files is dependent upon that as well as the speed of your CPU and harddrive.

Troubleshooting

If you have trouble importing MP4 files into FCP or any other issues, please see Chapter 9: Troubleshooting for the most common issues

Final Cut Studio 2/3 Applications

Getting Started

1. Make sure you have updated Final Cut Pro to 6.0.6 for FC Studio 2 or that you are using FC Studio 3.
2. **Apple Color is not supported.**
3. **IMPORTANT - After entering in your Software License:** You may have to re-import the MP4 files that you had imported into FC Studio applications while running in DEMO MODE.
4. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Import into FC Studio Applications

To import MP4 files into FC Studio Applications, simply import the MP4 files just like you would MOV files

Apple Color is not supported.

With Shake, you must set the BaseFile Type to QuickTime Movie for MP4 Files.

Please note: It is highly important to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Playback in FC Studio Applications

Playback of MP4 files in the may or may not be in realtime - performance depends on the CPU and harddrive speed of your computer, as well as the FC Studio Application you are using.

Troubleshooting

If you have trouble importing MP4 files into FC Studio Applications or any other issues, please see Chapter 9: Troubleshooting for the most common issues.

Final Cut Express 4.0.1

Getting Started

1. Make sure you have updated Final Cut Express 4 with the 4.0.1 update
2. For long-form editing project, it is recommended that users should use either Final Cut Pro 6 or 7.
3. Calibrated{Q} XD Decode for OSX is required for work with Final Cut Express; this is **assuming** that you do not also have either Final Cut Pro or Final Cut Server installed on the same computer. You should turn Gamma Correction ON in the Calibrated{Q} XD Options application (the setting is "709 FULL/Gamma ON (QT/FC)". Please see the Calibrated{Q} XD Decode User Guide for further details.
4. **IMPORTANT - After entering in your Software License:** For any MP4 files imported into Final Cut Express while in DEMO MODE , users while have to run 'refresh' in Calibrated{Q} Import Assist application for FCE to tell FCE to 're-look' at the duration of MP4 files imported in FCE while in DEMO MODE. After running 'refresh' in Calibrated{Q} Import Assist application (according to instructions in Chapter: Calibrated Refresh for FCP/FCE), the MP4 files will have the proper duration in the FCE Bin. After 'refreshing' the MP4 files in your FCE Bin, MP4 files placed in a sequence while in DEMO MODE will have to be manually stretched out to their full duration in the sequence or you can create a new sequence and drop the MP4 files in the new sequence and their full duration will show in the sequence.
5. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Import into FCE

To import MP4 files into Final Cut Express 4.0.1, simply import the MP4 files just like you would MOV files (i.e. drag-n-drop MP4 files into the FCE Bin or choose File->Import Files, etc..) .

Please note: It is highly important to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Playback in FCE

Playback of MP4 files in the Viewer window in FCE should play much faster than on a sequence with performance depending on the CPU and harddrive speed of your computer.

To playback in the Canvas monitor from a sequence you need to change the sequence to "Unlimited RT" – if the sequence is set to "Safe RT" then you will only see a blue 'unrendered' frame when playing back MP4 files. Even with "Unlimited RT" set for a sequence, playback will most likely NOT be in RealTimefor MP4 files in a sequence. This is due to the fact that FCE is centered on using the 'Apple Intermediate Codec' for editing and playback of MOV files so to get the best performance in FCE, MP4 files should be rendered or converted to 'Apple Intermediate Codec' MOV files within FCE.

Please note: that not all MP4 frame rates match those within Final Cut Express. In HD, FCE supports 720p25 and 720p30; and 25i and 29.97i in 1440x1080 and 1920x1080 - MP4 file framerates/resolutions that don't match those framerates/resolutions will play even slower on a sequence if not rendered into a 'Apple Intermediate Codec' MOV file. You should match up a sequence in FCE as close as possible to the framerate/resolution of your MP4 files.

Troubleshooting

If you have trouble importing MP4 files into FCE or any other issues, please see Chapter 9: Troubleshooting for the most common issues.

iMovie 09 & 11

Getting Started

1. Make sure you have updated to at least iMovie 09 or iMovie 11
2. Calibrated{Q} XD Decode for OSX is required for work with iMovie 09/11; this is **assuming** that you do not also have either Final Cut Pro or Final Cut Server installed on the same computer. You should turn Gamma Correction ON in the Calibrated{Q} XD Options application (the setting is “709 FULL/Gamma ON (QT/FC)”). Please see the Calibrated{Q} XD Decode User Guide for further details.
3. For long-form editing project, users should use either Final Cut Pro 6 or 7.
4. **IMPORTANT - After entering in your Software License:** Any MP4 files imported into iMovie 09 or iMovie 11 while in DEMO MODE will have to be **re-imported** into iMovie 09 or iMovie 11 after the Calibrated components are licensed. The MP4 files need to be re-imported into a New Project and New Event.
5. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Setting up a Project in iMovie

First make sure that your iMovie Project is a Wide-Screen project and the framerate of the project matches the framerate of the files as closely as possible. New with **iMovie 11** – You can now set a Project's Framerate to 24, 25 or 30 fps.

Import into iMovie

- (1) To import into iMovie, choose “File” from the menu and then “Import” and then “Movies...”
- (2) **IMPORTANT: In the Import Movie Window that pops up, make sure that “Copy Files” is CHECKED! If “Move Files” is checked this can delete your Original MXF files after importing them into iMovie.**
- (3) **In the Import Movie window, navigate to the folder structure containing the MP4 files and type in ‘.MP4’ in the top-right search bar in the Import Movie window – and only the .MP4 files will be shown. Alternatively, you can manually search folders for .MP4 files.**
- (4) **Select any or all of the .MP4 files in the Import Movie window**
- (5) Then you should do either of the below options. Most users will want to **use Option A** and have iMovie convert the MP4 files to either a Full-Size or 960x540 ‘Apple Intermediate Codec’ MOV file to work with in iMovie. This is because iMovie is optimized for editing with the ‘Apple Intermediate Codec’.

OPTION A: CONVERTING

CHECK “Optimized video: Full-Original Size” or “Optimized video: Large - 960x540” and click the “Import” button. iMovie will convert the MP4 files and create “Apple Intermediate Codec” MOV files in the iMovie Event folder. The MOV file will either be Full-Original Size or 960x540 depending upon what you had selected.

Advantages for converting: You will be able to share the AIC MOV files with almost anyone that has a Mac OSX 10.5/10.6 computer, iMovie is centered around using AIC MOV files so editing will be much faster, most all Mac OSX applications can work with AIC MOV files

Disadvantages for converting: it takes more time and more harddrive space to convert the MP4 files to AIC MOV files, a tiny bit of quality of the video is lost, you cannot share the AIC MOV files with anyone on a Windows

computer – so you would have to convert the AIC MOV files to a MOV file support on Windows – usually H264, PhotoJPEG, or Animation MOV file.

OPTION B: COPYING

UNCHECK “Optimized video” and click the “Import” button. iMovie will then COPY the MP4 file into the iMovie Event folder.* **iMovie 11 (build 1073) BUG #2** – this option will NOT work in iMovie 11 (build 1073) as the MP4 file will not be copied but actually converted to a AIC MOV file as per Option A. This bug is not present in iMovie 09.

Advantages for copying: Importing is much faster, maintain exact quality, save harddrive space as AIC MOV files are bigger, can still convert MP4 files to AIC MOV files inside iMovie at a later date

Disadvantages for copying: Not all Mac OSX applications will be able to work with the MP4 files, you cannot share the MP4 files with anyone that does not have software that can natively work with the MP4 files, MP4 files may not playback in realtime in iMovie – as iMovie is centered around editing in with AIC MOV files.

iMovie 11 (build 1073) BUG #3 – If you choose to import a folder with multiple MP4 files – iMovie 11 will report no movies were found (unlike iMovie 09 which allowed this). To import multiple MP4 files in sub folders you can type in .MP4 in the top-right search bar of the iMovie 11 import window – this will then give you all of the MP4 files in the subfolders which you can then highlight and import into iMovie 11.

iMovie 11 (build 1073) BUG #4 – It has been reported that MP4 files imported directly (i.e. not converting to AIC MOV Files) with iMovie 09 into an Event – will show up as unreadable by iMovie 11. We have not been able to duplicate this bug – but wanted to point it out. This may be related to iMovie 11 BUG #2 above.

iMovie 11 and iMovie 09 (all builds) BUG #5 – When processing any interlaced video (i.e. on conversion during import), iMovie uses single-field processing essentially converting 1080i material to 1080p by a single field process – this can result in i1080i material looking less sharp in iMovie after it is imported. This is an internal iMovie bug that affects any interlaced video.

*The above iMovie 11(build 1073) bugs have been sent to Apple and these bugs are not caused by Calibrated{Q} MP4-EX Import.

Please note: not all MP4 file resolutions and framerates match those within iMovie. iMovie 09 support 25 and 29.97, and iMovie 11 added 24fps support.

Troubleshooting

If you have trouble importing MP4 files into iMovie or any other issues, please see Chapter: Troubleshooting for the most common issues.

CatDV 8.1.11 or greater

Getting Started

1. Make sure you have updated to at least CatDV 8.1.11 or 9.0 or greater
2. If you do not have Final Cut Pro or Final Cut Server installed; then Calibrated{Q} XD Decode for OSX is required for work with CatDV.
3. Calibrated{Q} components are needed both on the client and worker nodes.
4. **IMPORTANT - After entering in your Software License:** You may have to re-import the MP4 files that you had imported into CatDV while running in DEMO MODE.
5. It is **highly important** to always backup your footage first and to never move the MP4 files out of their original folder structure on disc.

Import into CatDV

Open CatDV and choose File from the menu then Open/Import and then select the MP4 file you wish to import.

Please see the CatDV manual for any further details.

IMPORTANT: If you are experiencing 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 'scrub audio when dragging play head' in the 'Media Playback' CatDV Preferences to make scrubbing in CatDV faster.

Troubleshooting

If you have trouble importing MP4 files into CatDV or any other issues, please see Chapter 9: Troubleshooting for the most common issues.

Final Cut Pro X (no native support)

Due to Apple's changes in the framework of FCP X and Motion-X, Calibrated{Q} MP4-EX Import does NOT work directly with FCP X or Motion 5. This means that you will NOT be able to directly import XDCAM EX MP4 files into FCP X or Motion-X.

Possible Workflows:

1. It does appear that Calibrated{Q} MP4-EX Import will work with Compressor 4 – so you convert any XDCAM EX MP4 files to ProRes MOV files in Compressor 4 and then work with the ProRes MOV files in FCP X and Motion 5.
2. You could also use Calibrated{Q} Import Assist to create QT Ref MOV files or Self-Contained MOV files of XDCAM EX MP4 files, and then you could import those MOV files to edit with in FCP X. **Please see the Calibrated{Q} Import Assist User Guide for more details.**

When importing QT Ref MOV files to FCP X, please make sure that 'Copy files to Final Cut Events folder' is UNCHECKED and for unknown reasons FCP X will not allow you to 'Create optimized media' (i.e. converting to ProRes MOV files) for QT Ref MOV files. Also, please note that you may have issues when trying to share projects when editing with QT Ref MOV files in FCP X as there is a possibility when you move QT Ref MOV files from one computer to another that the 'reference link' can be lost or broken.

Please note, that you should consider the possible workflows listed above as **BETA workflows** due to the fact that FCP X, Motion 5, and Compressor 4 are new applications and may be updated by Apple which can alter or change the above possible workflows.

Other Mac OSX Applications

Other 'QuickTime-centric' applications (i.e. applications that use the QuickTime SDK to open media files) may work; however it is up to the user to test out and insure compatibility with those applications.

Playback performance in any other application is dependent upon the speed of your CPU and harddrive, as well as the application. If you are using Calibrated{Q} MP4-EX Import with Calibrated{Q} XD Decode, please see the Calibrated{Q} XD Decode User Guide for more information about playback performance.

Overview

This chapter describes where Calibrated{Q} MP4-EX Import adds various parts of the Camera MetaData of the MP4 file into QuickTime MetaData (QTMetaDataRef). The **Public** QuickTime MetaData can be seen in the “Show Movie Properties” function when using QuickTime Player Pro 7.6 in Windows or Mac OSX. **The Public or Private QuickTime MetaData is not automatically mapped into Final Cut Pro or other applications.**

Calibrated{Q} Import Assist uses the Private MetaData in constructing FCP XML files – please see the Calibrated{Q} Import Assist User Guide for more details.

Public MetaData

1. MP4 Title 1 and Title2 (if exists) is mapped to **‘Display Name’ QuickTime MetaData Tag.**
2. UMID of the MP4 file is mapped to **‘Author’ QuickTime MetaData Tag.**
3. Manufacturer, Model Name, Serial Num, Lens Model, Rec Mode, Cache Mode of the MP4 file is mapped to **‘Software’ QuickTime MetaData Tag.**

Private MetaData

1. "com.sony.professionaldisc.nonrealtimemeta.title.alias" – MP4 Title 2 (alias)
2. "com.sony.professionaldisc.nonrealtimemeta.title" – MP4 Title 1
3. "com.sony.professionaldisc.nonrealtimemeta.device.manufacturer" - Manufacturer
4. "com.sony.professionaldisc.nonrealtimemeta.device.modelname" - Camera Model
5. "com.sony.professionaldisc.nonrealtimemeta.device.serialno" – Camera Serial #
6. "com.sony.professionaldisc.nonrealtimemeta.device.lensmodel" – Lens Model
7. "org.smpte.mxf.package.material.packageid" – UMID
8. "com.calibrated.proapps.logNote" – Description
9. "com.sony.professionaldisc.nonrealtimemeta.description" – Description
10. "com.sony.professionaldisc.nonrealtimemeta.status" – Status
11. "com.calibrated.proapps.isGood" – Status
12. "com.calibrated.proapps.mastercomment1" – Creator & Creation Date
13. "com.sony.professionaldisc.nonrealtimemeta.creator" – Creator

14. "org.smpte.mxf.package.material.packageid" - UMID
15. "com.calibrated.proapps.mastercomment2" * **AUTOMODE** – AutoMatic Exposure Mode, AutoFocus Mode, White Balance Mode
FILTERWHEEL – ND Filter, CC Filter
16. "com.calibrated.proapps.mastercomment3" * **LENS** – Macro, Optical Extender, Iris, Focus, Zoom
REC – fps, Shutter
17. "com.calibrated.proapps.mastercomment4" * **PROCESSING** - Gain, Electrical Extender, White Balance Temp., BlackLevel, Gamma

* RealTime Metadata in #15-#17 is taken from the .BIM file and represents the realtime metadata of the last frame of the .MP4 file

Calibrated Refresh For FCP/FCE

8

Overview

Calibrated QuickRefresh no longer exists as a separate application – it has now been incorporated into Calibrated{Q} Import Assist.

You can access it by opening Calibrated{Q} Import Assist application and clicking on the word 'refresh'

'Refreshing' is needed to update the duration of any MP4 files that you had previously imported into FCP/FCE while in DEMO MODE. It can also be used to update the ReelName if you change the reported ReelName using the Global Options in Chapter 3.

IMPORTANT: Calibrated{Q} Import Assist is not part of the Calibrated{Q} MP4-EX Installer. Calibrated{Q} Import Assist is an optional installer in the DMG file downloaded from our website that contained the Calibrated{Q} MP4-EX Installer.

After proper licensing your Calibrated{Q} MP4-EX Import component on Mac OSX, you may still encounter that MP4 files that you had imported into Final Cut Pro or Final Cut Express while running in DEMO MODE will still only show 30 seconds of duration. This is due to the fact that Final Cut Pro/Express will 'remember' the duration of an imported MP4 file and FCP/FCE has to be told to 're-look' at the MP4 file to see the proper duration.

Calibrated{Q} Import Assist 'refresh', is sending Final Cut Pro/Express a command to 'silently' reconnect to the MP4 file. This silent reconnect command tells Final Cut Pro/Express to re-look at the MP4 file and update its properties (including duration) if necessary.

Instructions

1. **Open Final Cut Pro or Final Cut Express**
2. Open the project (s) where MP4 files are still only showing 30 seconds
3. Run Calibrated{Q} Import Assist and click on the word 'refresh' to take you to the refresh page
4. Do either Option A, or B below:

Option A:

-Press the **Green Double Arrows** button to refresh all MP4 files in the open projects in Final Cut Pro/Express

Option B:

- Press **Green Single Arrow with a Search Glass** button - then this will open a 'Choose File Dialog'.
- In the 'Choose File Dialog', navigate to a MP4 File that is only showing 30 seconds in Final Cut Pro/Express and choose it and click 'Open'

5. The MP4 file duration should now be updated in Final Cut Pro/Express

Overview

Calibrated{Q} Import Assist is a 'helper' application for Calibrated{Q} Import software products. With a Software License for Calibrated{Q} MP4-EX Import – using Calibrated{Q} Import Assist, you will be able to batch create QT Ref MOV files from MP4 files, batch unlock/lock MP4 files, batch change OSX TypeCode of MP4 files, and create a FCP XML file from MP4 files. Please see the Calibrated{Q} Import Assist User Guide for more information.

Calibrated{Q} Import Assist is a separate optional installer that comes with our Calibrated{Q} Import software products.

Troubleshooting a MP4 file not opening

1. Is Calibrated{Q} MP4-EX Import installed properly?

On Mac OSX, please make sure that the CalibratedMP4EXQ.component is in the /Library/QuickTime folder (that's the Library folder on the Main Harddrive NOT the Library folder in the User directory)

On Windows, make sure QuickTime Player 7.6.6 is installed, Calibrated{Q} XD Decode for Windows is installed and that the CalibratedMP4EXQ.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. I cannot preview a XDCAM EX MP4 file in Finder on Mavericks.

BETA Only Support for 10.9 (Mavericks) – QuickLooks (i.e. Finder Preview) in Mavericks does not work with our software. The bug has been forwarded to Apple.

4. Is the application you are trying to open the MP4 file with, one of the supported applications for use with Calibrated{Q} MP4-EX Import?

If you can open the MP4 file in QuickTime Player using Calibrated{Q} MP4-EX Import but not with the other application – then it would appear that the other application is not using Calibrated{Q} MP4-EX Import.

5. Has the MP4 file been on a 'recovered' harddrive or disc?

If so, then the MP4 file is still too 'damaged' to be opened by Calibrated{Q} MP4-EX Import.

6. Are you trying to open the MP4 file in QuickTime Player X?

QuickTime Player X is not supported. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.

7. Are you trying to open a MP4 file in Apple Color?

If so, Apple Color is NOT supported by Calibrated{Q} MP4-EX Import for OSX.

8. I get an error when trying to import a MP4 file into FCP/FCE, the error is "**FILE ERROR: UNKNOWN FILE**"

The TypeCode of the MP4 file may not be one that FCP recognizes. If you can open the MP4 file fine in QuickTime Player but not in FCP then this is probably the case. If QT Player 7.6 CANNOT open the MP4 file then that means that there most likely is a different reason that FCP/FCE cannot open the MP4 file.

To change the MP4 TypeCode to one recognized by FCP/FCE.

Set the 'Auto-Change TypeCode' to 'MooV' in the Calibrated{Q} MP4-EX Options application (see Auto-Change TypeCode in Chapter 3: Global Options).

Make sure the MP4 file is 'Unlocked' and on writeable media, changing the TypeCode cannot be done on 'Locked' media. Changing the TypeCode of a file does NOT affect the MP4 file at all – rather it updates how the file system identifies the MP4 file.

Open the MP4 File in QT Player first, this changes the TypeCode to the one set in Calibrated{Q} MP4-EX Options, and then you should have no problem importing the MP4 file into FCP as the TypeCode has now been updated.

9. I have a problem with importing MP4 files into Shake.

With Shake on Mac OSX, you must set the BaseFile Type to QuickTime Movie for MP4 Files.

Troubleshooting in Final Cut Pro/Express

1. MP4 Camera MetaData does not import into Final Cut Pro/Express

Only Reelname (as set in the Global Options) and TimeCode is reported for FCP/FCE. Other Camera Metadata is not reported to FCP/FCE.

2. I updated how my ReelName is reported in CalibratedQMP4EXOptions.app but FCP/FCE still reports the same previous ReelName.

FCP/FCE 'remembers' the past ReelName that MP4 files have reported; to tell FCP/FCE to 're-look' and update any new properties of a MP4 file, use the 'refresh' in Calibrated{Q} Import Assist. Please see Chapter Calibrated Refresh for FCP/FCE – the same instructions in that chapter will also update the ReelName of a MP4 file.

3. I get an error when trying to import a MP4 file into FCP/FCE, the error is “**FILE ERROR: UNKNOWN FILE**”

Please see this question/answer in the previous troubleshooting section.

4. I can import MP4 files into Final Cut Express; however I see a white screen where the video should be but I hear the audio.

Please download and install Calibrated{Q} XD Decode for OSX. On Mac OSX computers, without Final Cut Pro or Final Cut Server installed then Calibrated{Q} XD Decode for OSX is required.

5. I have a clip that is spanned across multiple MP4 files, while Calibrated{Q} MP4-EX Import make the multiple MP4 files be seen as one clip in FCP/FCE?

Auto-assembling of spanned MP4 files is not supported. This means that if a shot is 'spanned' over multiple MP4 files the MP4 files will still only be opened or imported as individual MP4 files. M

6. MP4 files into are not playing in RealTime in Final Cut Pro or Final Cut Express.

For Final Cut Pro – please insure that your timeline is setup properly. If your timeline is setup properly, your computer may not be fast enough for RealTime playback in FCP. All video decoding in FCP is handled by the Apple XDCAM EX QuickTime codec.

For Final Cut Express – FCE is centered around playing 'Apple Intermediate Codec' files so other types of compressed files will not play in realtime. You can greatly improve playback performance by rendering the MP4 files into 'Apple Intermediate Codec' MOV files. Please see the section about Final Cut Express in Chapter 5: Use with Mac OSX Applications.

7. I have enter in my Software License and can see the MP4 files in their full duration in QuickTime Player but I'm only still seeing up to 30 seconds in Final Cut Pro/Express?

On Mac OSX, after purchasing and licensing Calibrated{Q} MP4-EX Import for OSX, you will have to use 'refresh' in Calibrated{Q} Import Assist to update the duration of any MP4 files you had imported into Final Cut Pro or Final Cut Express while in DEMO MODE. (see the Chapter: Use with Mac OSX Applications and the Chapter: Calibrated Refresh for FCP/FCE for more details)

8. I can't use the SmoothCam Filter in Final Cut Pro?

To take advantage of certain features in Final Cut Pro 6 or 7, such as SmoothCam Filter and Select Media Management features, it is recommended that you change the Auto-change Typecode to **MooV** in the Calibrated{Q} MP4-EX Options application (see Chapter 3: Global Options and Chapter 5: Use with Mac OSX Applications for more details)

9. I can't use the some of the Media Management functions in Final Cut Pro?

To take advantage of certain features in Final Cut Pro 6 or 7, such as SmoothCam Filter and Select Media Management features, it is recommended that you change the Auto-change Typecode to **MooV** in the Calibrated{Q} MP4-EX Options application (see Chapter 3: Global Options and Chapter 5: Use with Mac OSX Applications for more details)

IMPORTANT for FCP: In Final Cut Pro – certain Media Management functions will not work properly if the typecode of a MP4 file is not 'MooV'. In those cases where the typecode of a MP4 file is NOT set to 'MooV', then if you perform any Media Management in FCP – the MP4 files are simply copied by FCP instead of FCP rewrapping the MP4 files into a MOV file.

Troubleshooting in Final Cut Pro-X

1. I cannot import XDCAM EX MP4 files into Final Cut Pro-X using Calibrated{Q} MP4-EX Import for OSX.

At this time, Calibrated{Q} MP4-EX Import does not work directly with FCP X or Motion 5. We are investigating the situation but at this time we do not have an ETA on when or if Calibrated{Q} MP4-EX Import for OSX will work directly in FCP X or Motion 5.

Version 2.3.0

BETA Only Support for 10.9 (Mavericks) - QuickTime Player X and Finder Preview in Mavericks do not work with our software. The workaround for QT Player X is to install QuickTime Player 7 and use that for playback. You can download QuickTime Player 7 from Apple here: <http://support.apple.com/kb/DL923> and it will install into the /Applications/Utilities folder and can co-exist fine with QT Player X on the same computer.

Version 2.2.2

- **[Mac OSX]** Fixed issue with sandboxing of license file and settings file in QuickLook on OSX 10.8 (Mountain Lion)
- Updated Calibrated{Q} Import Assist (please see the Calibrated{Q} Import Assist User Guide for more details)

Version 2.2.1

- Fixed 0 byte MP4 files (invalid MP4 files) from hanging applications. Now will properly error out.

Version 2.2.0

- Added UTF8 support for filenames or folderpaths with non-ASCII characters.
- Slight update to QT MetaData packing. If you are using Calibrated{Q} Import Assist then v1.2 (or greater) of Import Assist is now required
- [Windows Only Fix] – Fixed rare crash in the Calibrated{Q} MP4-EX Import Options application
- Installer is now 'digitally signed'

Version 2.1.1

- Updated User Guide
- Updated installer

Version 2.1.0

- Updated User Guide
- Lion OSX supported

Version 2.0.5

- Updated User Guide
- Fixed a minor bug in Calibrated{Q} Import Assist (see Calibrated{Q} Import Assist User Guide for details)

Version 2.0.4

- XDCAM EX MP4 files greater than 4GB that were created by Sony XDCAM Transfer are now supported.
- Added support for RealTime MetaData from the .BIM file for FCP when used with Calibrated{Q} Import Assist. Please see the 'MP4 MetaData in QuickTime' chapter for more details.

Version 2.0.3

- Updated text in Options application

- (Mac OSX Only) 29.97fps XDCAM EX MP4 files now report the frame rate as 2997/100 (previously it was reported as 30000/1001). This does not have any effect on a user's workflow – this was done to keep the same fps reporting as are other products.
- ReelName Options have been deprecated – in the future the ability to select different ReelNames will be removed and the Reelname will always be set to the Clip ID (which is currently the default value)

Version 2.0.2

- Fixed issue when using Google Chrome on Mac OSX to generate your Software License

Version 2.0.1

- Updated User Guide
- Added MP4-EX QuickLook component for OSX
- Updated Options Application

Version 2.0.0

- Updated User Guide
- Added support for XDCAM EX MP4 files with 4-channel audio
- Fixed audio issue for types of JVC MP4 files.
- Added support for Calibrated{Q} Import Assist (see Calibrated{Q} Import Assist 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.
- **(Mac OSX)** Global Options are now stored in “/Library/Application Support/Calibrated”. 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} MP4-EX Options application

Version 1.6.5

- The Default for the ReelName has been switched to the Clip UUID. Previously the default ReelName was the Parent folder. The ReelName can be switched back to using the Parent folder in the Calibrated{Q} MP4-EX Options application.
- a new User Guide

Version 1.6.1

- Switching Audio to Stereo in the Options application has been removed. Audio is now always reported as Mono

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.

- **(Mac OSX)** License file is now stored in “/Library/Application Support/Calibrated” folder – this will not affect any previous license files. All previous license files are still valid and will work fine.

Version 1.5.0

- Audio is now reported as Mono tracks (previously it was reported as Stereo)

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