

# MGI VideoWave® III SE Read Me

## SYSTEM REQUIREMENTS

### Minimum System

- 266 MHz Pentium II (or equivalent)
- 64 MB of RAM
- 45 MB of free hard drive space for program
- 1 GB of free hard drive space for video editing
- Video card with 4 MB of video RAM, minimum 800 x 600 resolution at 16-bit hi-color (65,000 colors); Direct Draw Drivers recommended
- 16-bit stereo sound card and speakers
- CD-ROM or DVD-ROM drive
- Analog capture card (required for analog video capture)

### Minimum Recommended System for DV and MPEG-2 Editing

- 350 MHz Pentium II (or equivalent)
- 128 MB of RAM
- 45 MB of free hard drive space for program
- 6 GB of free hard drive space for video editing, (Ultra DMA, SCSI-2 sub-system recommended)
- Video card with 4 MB of video RAM, minimum 800 x 600 resolution at 16-bit hi-color (65,000 colors); Direct Draw Drivers recommended
- 16-bit stereo sound card and speakers
- CD-ROM or DVD-ROM drive
- An OHCI Compliant IEEE-1394 card (required for digital video capture)

### Operating System Requirements

VideoWave III supports the following operating systems:

- Windows 95 OSR1
- Windows 98
- Windows 98 SE (preferred operating system)
- Windows NT 4.0 (Service Pack 3 required, Service Pack 5 recommended)

### Software Drivers

We recommended that you locate and install the latest available software drivers for your video and audio capture hardware before using MGI VideoWave III. If you are unsure as to whether you have the latest drivers, contact the hardware manufacturer for driver information.

## GENERAL NOTES and TROUBLE SHOOTING

## **Install / Uninstall**

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**After installing VideoWave and having my computer restart I was prompted for my Windows 98 CD.**

During the installation of VideoWave a number of files are installed to update the DV portion of Windows. This installation is performed by a Microsoft installation procedure, and may require the Windows 98 CD.

## **Capture**

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**I am using my ATI All-in-Wonder 128 to capture from a prerecorded videotape and the capture has intervals of green frames.**

If the videotape contains a copy-protection scheme, the ATI driver automatically detects this and makes it impossible to effect a clean capture.

If the videotape is not copy protected and the captured video displays intervals of green frames, your All-in-Wonder 128 software driver may be installed incorrectly. Try re-installing the latest version of the driver.

**After capturing video with the ATI All In Wonder 128 using the ATI BT829 driver, I see a capture report that indicates 'No Video Captured.'**

Instead of the BT829, use the ATI Multimedia Driver, found in the Capture Device drop-down list in the Settings dialog.

**I am using my ATI All-in-Wonder Pro. When I enable Preview and Overlay, the captured video is unacceptable.**

Preview and/or Overlay may need to be disabled for proper video capture with the ATI All-In-Wonder Pro.

**I am using an ATI video capture card. Sometimes my audio settings mysteriously change whenever I restart VideoWave III.**

This is a known issue with the ATI capture devices. For more information please contact ATI at [www.atitech.com](http://www.atitech.com)

**I am using the Matrox G200. When I enter capture mode and make any adjustments, the preview window disappears.**

This is due to a deficiency in the release version of the Matrox Drivers. Please ensure that you download and install the latest drivers from Matrox.

**I am using the Matrox G200. If I exit Capture mode and then re-enter Capture mode, the settings are reset to default. Why are my settings lost?**

This is due to a deficiency in the release version of the Matrox Drivers. Please ensure that you download and install the latest drivers from Matrox.

**I am using the Matrox G200. When I capture, my video appears in black and white.**

This is due to a deficiency in the release version of the Matrox Drivers. Please ensure that you download and install the latest drivers from Matrox.

**I am using the Matrox G200. When I enter capture mode the video appears very bright.**

This is due to a deficiency in the release version of the Matrox Drivers. Click the Show Controls button in VideoWave III and select Reset. This will correct the error in the driver.

**I am using the Matrox G200. I cannot capture at the 80x60 resolution.**

This is due to a deficiency in the release version of the Matrox Drivers. The drivers will not capture at this resolution.

**I am using my Matrox G200 to capture from a prerecorded videotape and I get an error message.**

The Matrox driver automatically detects the presence of a copy protection scheme on the tape and prevents capture.

**I have a Matrox G200 card. If I create an MPEG2 capture template based on 720x480, VideoWave will sometimes crash.**

The MPEG encoder within VideoWave will accept only prescribed resolutions as set out on the MPEG specification. Since the Matrox card allows a maximum of 704x480, setting capture to 720x480 will sometimes cause VideoWave to crash

**I am using the Matrox G200 under Windows NT 4.0. When I click Capture, a message appears indicating that the hardware is not present or not responding.**

Due to a limitation of the Matrox driver under Windows NT, you must set your system display to 16-bit (65,000 colors).

**I have created a capture template in which I have selected 'Synchronize to Video.' The resulting file contains audible static.**

The standard setting for capture is 'Synchronize to Audio.' Using this setting will eliminate the static from your captures. If the static still occurs, confirm that the card and drivers are properly installed.

**I am having sporadic problems capturing at high data rates and/or high resolutions.**

To improve the performance of your captures, ensure that your disk drives are defragmented before capturing video. Regularly defragmenting your hard disk will help maintain optimum read and write speeds, which is necessary for capturing at higher data rates.

To defragment your hard disk:

1. Shut down all running programs
2. Launch the Windows 'Disk Defragmenter' program from the Start menu by pointing to Programs >> Accessories >> System Tools >> Disk Defragmenter.

**I am getting the following error during capture:**

**'Capture has been aborted due to an unexpected error. Error: General Access Denied.'**

This error is generally associated with reaching the Windows file limits. The limits are:

- FAT16 = Windows98, 98SE, 95, NT4 = 2Gb
- FAT32 = Windows98, 98SE, 95 (OSR1 or later) = 4Gb
- NTFS = no practical limit, however there is a 4Gb limit to AVI files.
- If a VFW capture driver is being used to write the file, AVI file size limit is always 2Gb.

### **I am using a capture card that is not specifically listed on your website. Will it work with VideoWave?**

If your card has drivers that are designed for your version of Windows, you should be able to use it with VideoWave. Periodically check the MGI website ([www.mgisoft.com](http://www.mgisoft.com)), as we add new downloadable capture templates for various devices on a regular basis.

### **I am using a capture card that is not specifically listed on your website. When I enter the Capture Settings dialog there are no capture templates available.**

To create templates for your card click the Create button. Follow the dialog prompts to create and save templates for your capture card.

## **Enhancing Capture Performance**

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### **Enabling DMA**

Your hard drive may not be able to sustain a high enough data rate to provide a smooth capture of a video stream. The performance of Ultra DMA hard drives is improved if the 'DMA transfer' option is enabled for the drive. This solution should be approached with caution, as not all hard drives support this feature, and they are not compatible with every system. If you are unsure as to whether your system can handle DMA transfers, please contact your hardware manufacturer to verify.

To enable DMA transfer for hard drives under Windows 95 and Windows 98:

1. On the Windows task bar, click Start, then Settings, then Control Panel.
2. Double-click the System icon.
3. Click the Device Manager tab.
4. Find the device name 'Disk Drives', and click this icon. You should see several drives listed. Find 'Generic IDE Disk Type 47.'
5. Highlight this drive, and click the Properties button.
6. Click the Settings tab, and select the DMA control.
7. Click OK to exit this dialog, then click OK to exit the Properties dialog.
8. Restart your computer to enable the changes.

Please note that if your system has a custom device driver for your hard drive, it may not be possible to enable DMA.

### **Defragmenting your Hard Disk**

To improve the performance of your captures, ensure that your disk drives are defragmented before capturing video. Regularly defragmenting your hard disk will help maintain optimum read and write speeds, which is necessary for capturing at higher data rates.

To defragment your hard disk:

1. Shut down all running programs
2. Launch the Windows 'Disk Defragmenter' program from the Start menu by pointing to Programs >> Accessories >> System Tools >> Disk Defragmenter.

## **DV**

**When capturing DV, many frames of video appear to have been dropped.**

To improve the performance of your captures, ensure that your disk drives are defragmented before capturing video.

**When I preview DV video, the on-screen preview in VideoWave III is out of sync with the video on my camcorder.**

This may occur if your system cannot manage the current Preview size setting. We recommend that you set the Preview size to 360x240 for NTSC or 360x288 for PAL. To change your Preview size:

1. Click the Menu button, and select Preferences.
2. Select the Preview Tab.
3. From the Preview Size list, select a lower value.

**When previewing DV video, the displayed video is smaller than the Viewscreen in which it is playing.**

Change your Viewscreen Preview size:

1. Click the Menu button, and select Preferences.
2. Click the Preview Tab.
3. From the Preview Size group, select 360x240 for NTSC or 360x288 for PAL.

This will give you a 1/4 size DV preview in VideoWave that fills the Viewscreen. If you wish to preview full-size DV video on your screen, change the preview size to 720 X 480 for NTSC, or 720 X 576 for PAL.

Note: Full size preview will only be enabled for screen resolutions of 1152 X 864 or higher.

**Capturing video from a DV camcorder that is in pause mode causes the captured audio to sound very strange.**

This is a limitation of DV capture. To eliminate this, discard the audio portion of your capture.

**I get a couple of seconds of black video when I start to capture from DV.**

Your DV camcorder may take several seconds to begin playback when the Play button is clicked in VideoWave. VideoWave will record black video until the camcorder actually begins video playback.

**VideoWave does not recognize my camcorder.**

Check the MGI website ([www.mgisoft.com](http://www.mgisoft.com)) for the latest list of supported camcorders.

**I have just installed VideoWave III, when I enter capture mode there is no preview in the window and the file I captured is invalid.**

This is a condition that occurs only when the capture mode is invoked for the first time and only with certain cameras. To correct this, close and reopen capture mode.

## **Preview Problems**

**Sometimes when I play back a file that had been produced using the DV codec, file stops playback for long periods of time.**

Due to limitations in the Microsoft DV codec, files produced using the standard DV audio sampling rate of 32 kHz may experience playback problems during preview (this problem interferes with preview only, and

has no effect on the file's ability to be transmitted back to the DV camera). To solve the playback problem, create a new DV Produce template (or edit an existing DV Produce template) that produces the audio portion of the file to 44.1 or 48 kHz (see the Producing your Video section of the user manual for instructions on how to create and edit templates).

## **USB Cameras and Capture Devices**

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VideoWave III supports several USB video cameras. For a complete list of the supported USB devices, visit the MGI website ([www.mgisoft.com](http://www.mgisoft.com)).

### **I am using a USB Camera for capture. How can I make the process more efficient?**

Create one or more capture templates using the settings that your camera is capable of. This lets you conveniently load the appropriate template with your predefined capture settings, instead of manually entering the settings each time you want to capture.

### **I am experiencing problems capturing from my USB Camera.**

The capture drivers supplied by many USB camera manufacturers do not have the necessary components to interact effectively with VideoWave III. In these cases, we recommend that you use the capture program supplied with your USB camera. The captured clips can then be added manually to the VideoWave III library for editing.

### **I am using a USB Camera for capture. When I am capturing video it shows that almost every frame is being dropped.**

Due to an error in some USB Camera drivers, it may be reported that some frames are being dropped during capture. In reality, the file is being captured properly with no dropped frames.

## **General Program Use**

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### **I cannot load video files from a DVD into VideoWave.**

VideoWave does not support DVD's 'VOB' files. In addition, many DVD titles are copy protected and cannot be duplicated or manipulated in any application.

### **I downloaded an MPEG-2 file with the file extension .vbs. Why can I not use it in VideoWave?**

MPEG files with the .vbs extension are 'variable bitstream' files, and are not compatible with VideoWave.

### **When I add large text with soft shadows to a clip, I notice that it takes a long time to produce.**

In some cases, large text with soft shadows may cause a delay at the beginning of the produce process. Using smaller text or eliminating the soft shadow will speed up your productions.

## **Technical Support**

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**Visit our Web Site!**

Find out what's new with MGI VideoWave and MGI's other exciting software products! Our website address is:

<http://www.mgisoft.com>

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