



Avid Instinct

ReadMe Version 4.5

Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

Important: Search the Avid Knowledge Base for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

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Hardware and Software Requirements

Minimum System Requirements

For a full list of the minimum requirements for an Avid Instinct system, see the Avid Web site at www.avid.com/products/iNews-Instinct/specs.asp.



Avid Instinct requires connectivity to Avid iNEWS® NRCS and an Avid Interplay® Engine (the asset manager).



If you install Avid Instinct on the HP® xw4300, you must connect to your Avid Unity™ system through the Integrated Broadcom® Gigabit NIC that comes with your workstation.



In a shared-storage workgroup, computer names of clients must not begin with a digit (for example, 1editor, 2editor, and so on). A computer whose name uses a leading digit can hang and lose data. This limitation applies to any client that creates media on shared storage, including Avid editing systems, Avid Instinct, and Interplay Assist. It applies to both managed workgroups (workgroups that use MediaManager or Interplay) and unmanaged workgroups.

NVIDIA driver version 275.89 is qualified for this version of Avid Instinct. See “[Setting Up the NVIDIA Card](#)” on page 3.

64-Bit Version of Avid Instinct

Avid Instinct v4.5 must be run on a 64-bit Windows 7 SP1 Professional operating system. The Instinct installer on the Interplay v2.7 Client Installer flash drive is 64-bit. The installer has the correct 64-bit Framework installer on the Instinct installer page.

Prerequisite Components

Avid Instinct requires the following:

- Avid Unity Connection Manager for Avid Unity MediaNetwork environments — see the client Quick Start Card provided with the Avid Unity MediaNetwork.
- Avid Unity ISIS™ Client Manager for Avid Unity ISIS environments — see the client Quick Start Card provided with the Avid Unity ISIS system.
- Make sure Avid Instinct is an Avid Interplay client.
- Make sure the Avid Instinct settings have been properly set in the Avid Interplay Administrator. See the Avid Interplay Engine and Avid Interplay Archive Engine Administration Guide or the Avid Interplay Administrator Help.

- Make sure the Avid Instinct is an Avid iNEWS client. See your Avid iNEWS documentation. If you install the Avid iNEWS client software on your Instinct system, the Avid Instinct application should be installed last.
- License Information — see your Avid Interplay system administrator.
Your Avid Interplay server license key must support the applicable number of Instinct clients.
- Make sure you have updated the Avid Unity MediaNetwork dongle or Avid Unity ISIS dongle with the supported number of Ethernet clients.

Supported Products

Avid Instinct version 4.5 is supported with the minimum version of the following products:

- Avid iNEWS server v2.6.5.19
- Avid iNEWS server v2.1.5.23

For supported Interplay and shared storage components, see the *Avid Interplay v2.7 ReadMe*.

Setting Up the NVIDIA Card

To set up the NVIDIA card, you must make sure you have the correct version of the display driver. Install an updated display driver if necessary. This version of Avid Instinct is qualified with the following NVIDIA driver:

- Version 275.89

Installation files for this driver is installed with Avid Instinct, in the folder Program Files\Avid\Utilities\nVidia.

You can also obtain this driver from the NVIDIA web site www.nvidia.com.

To check the NVIDIA display driver version:

1. Right-click the desktop and select NVIDIA Control Panel.

You can also open the Windows Control Panel and double-click the NVIDIA Control Panel icon.

2. Click System Information at the bottom left corner of the NVIDIA Control Panel.

The version number is listed in the Graphics card information section on the ForceWare version line.

To install the NVIDIA display driver:

1. Navigate to Program Files\Avid\ Utilities\nVidia.
2. Double-click the file for the applicable driver.
3. Follow the on-screen instructions to unzip the file and install the driver.
4. When the installation is finished, restart your system.

Installing the Software

When you install the Avid Instinct software, you must install Avid Instinct, Avid Unity client software, and Avid Interplay client support software. For information on Avid Unity, see your Avid Unity administrator. For information on Avid Interplay installation, see the *Avid Interplay Software Installation and Configuration Guide*.



You must install the Avid Instinct client support software on your Avid Instinct system. Since you do not need to reboot your system after the support software installation, you might want to install the client support software first, and then install Avid Instinct.

To install the Avid Instinct software:

1. From the Interplay Client Installer Main Menu, select Clients > Avid iNEWS Instinct.
2. Install the components described in the following table:

Component	Description
Avid Service Framework for Client (64-bit)	The installer automatically installs the components required for the application. When the system asks for a workgroup name, type the name of the workgroup you set up on the Interplay Engine. The name is case sensitive.
Avid Interplay Access	Installs the Interplay Access and Interplay Administrator applications.
Avid Instinct	Installs the Instinct application software.

3. When prompted, select “Yes, restart my computer.”

For information on starting Avid Instinct, see the *Avid Instinct User’s Guide*.

Fixed Bugs

For issues that have been fixed in Instinct v4.5, see the *Avid Interplay v2.7 ReadMe*.

Limitations and Known Issues

Limitations for Version 2.5, Version 2.5.3, Version 2.5.5, Version 3.0, Version 3.0.3, Version 3.5, Version 3.5.1, Version 4.0, and Version 4.5

See the *Avid Interplay v2.6 ReadMe*.

Long GOP

- **Bug Number:** UDevC00123047. If your workflow includes sending Long GOP (XDCAM HD or XDCAM EX) media to playback, you need to do the following:
 1. Log in to the Client Manager (ISIS) or Connection Manager (MediaNetwork) with an account that has write access to one or more workspaces.
 2. In the Client Manager or Connection Manager, mount at least one of the workspaces to which you have write access as a lettered drive. (All MediaNetwork workspaces are mounted as lettered drives. For ISIS workspaces, you need to specify lettered drives.)

When you send to playback, the application searches the workspaces to which you have write access and writes a temporary file to a Temp folder at the top level of the workspace with the most free storage space. If you do not have workspaces mounted as lettered drives, you get an error message “Unable to find a shared storage volume for media transfer.”

General

- **Bug Number:** . Do not install any other Avid editing applications on the same system as your Avid Instinct application.
- **Bug Number:** . When you log in to Connection Manager as a read-only user for Avid Unity workspaces, and you log in to Avid Instinct as the same user, you cannot perform a voice-over. Currently, if you use a read-only Avid Unity user account, Instinct does not acknowledge this and therefore does not disable voice-over. If you try to perform a voice-over, Instinct hangs and you have to click the Story button or the Source button to continue.
- **Bug Number:** . If your screen resolution is set at or below 1024 x 768, an “InitializeAME” error might occur when you launch the Avid Instinct application.

Workaround: Make sure your screen resolution is above 1024 x 768.

- **Bug Number:** . Frame Chase Editing does not update the duration when the system finishes the capture.

Workaround: Press Alt+F5 to refresh.

- **Bug Number:** . When you save a story in Instinct, a copy of the story is also saved on the Avid Interplay Engine (the asset manager). If the only difference between two story names is case-sensitivity, the asset manager appends an underscore and an incremented integer to the story name in the Interplay database. For example, if you make two stories with the same name — NEW STORY and New Story — they are saved in the Interplay database as NEW STORY and New Story_1.
- **Bug Number:** UDevC00098643. (Vista) Avid Instinct and Avid Assist cannot launch if Windows Media Player is running. Make sure Windows Media Player is not running when you launch Instinct or Assist.
- **Bug Number:** UDevC00096655. Clips that Instinct cannot relink to a target resolution are marked with a yellow border; however, yellow borders might not appear on the first sequence you load after logging in to Instinct even if the sequence includes clips that cannot be relinked. If you send the story to playback, a dialog box tells you one or more clips are not available in your target resolution. This only occurs when the story you send to playback is the first story you load after logging in to Instinct.

Workaround: Load a second story and then load your initial story again. If Instinct cannot access the target resolutions for any of your clips, a yellow border appears for the clip in the Storyline.

- **Bug Number:** UDevC00096399. If you unplug an M-Audio device while Instinct or Assist is running, you might experience problems playing clips in the Video monitor. Instinct and Assist do not support disconnecting a USB audio device while the application is running. Instead, you should quit the application and safely remove the USB device.
- **Bug Number:** UDevC00088377. If you select a media clip in the Directory panel that is currently being ingested (a process called Frame Chase editing), you cannot create a new story unless you have an existing story loaded in the Storyline.

Workaround: After you load the media clip, load a story from the Research panel, and then create a new story.

- **Bug Number:** UDevC00085936. If you are using Avid Instinct or Avid Interplay Assist in an Avid Unity MediaNetwork environment, and you add or remove MediaNetwork portserver names from the server list in Avid Unity Connection Manager while Instinct or Assist is running, media file status might display incorrectly even after unmounting and mounting volumes.

Workaround: If you add or remove MediaNetwork portservers, you need to restart Instinct or Assist for your changes to take effect.

- If you move a MOS production cue by selecting the cue and dragging it to a new position in the story, the production cue is lost. MOS production cues are read-only, but you can move other production cues in Instinct with no loss of data.

Workaround: Use your Avid iNEWS client to modify MOS production cues in your story. If you move the production cue in Instinct and you haven't yet saved the story, you can also press Ctrl+Z to undo the change.

- **Bug Number:** UDevC00083726. If you are running Instinct as more than one user on the same system, you might not be able to play video.

Workaround: You need to quit the application and restart it. If you are logged in as an Administrator, you can select the application process in the Windows Task Manager, click End Process, and then restart the application. If you are logged in as a Regular user, you need to either close the application as the original user, or restart your system.

- **Bug Number:** UDevC00056094, UDevC00080053, UDevC00055518. If you use more than 29 characters to name a clip or sequence, you might have difficulty using various controls and tabs in your application.

Workaround: Keep clips and sequence names to fewer than 30 characters.

- **Bug Number:** UDEV00226621. You might see a discrepancy in the online status of clips between several of the Interplay applications. Interplay Assist, Avid Instinct, and the Avid editing application bin might show a different online status from Interplay Access or the Interplay Window in the Avid editing application.

Workaround: For the most up-to-date status, check the status of the clip in Assist, Instinct, or your Avid editing application bin. You can also click the Update Status from Media Indexer button in Interplay Access to update the status in Access and in the Interplay Window.

- **Bug Number:** UDEV00223001, UDEV00227231. If your working resolution is set to 2:1 in the Avid Interplay Administrator Instinct/Assist User settings, or your working resolution is set to 2:1, 3:1, or 8:1, you cannot start Instinct.

Workaround: Select a different working or target resolution in the Instinct/Assist User settings.

- **Bug Number:** UDEV00219519. If you copy and paste a production cue containing text within Instinct, the production cue appears to paste correctly. However, the text is never copied.

- **Bug Number:** UDEV00213639. Using a slash sign (/) as part of a folder name created in the Directory panel does not result an error message even though it is an illegal character.

Workaround: If necessary, use an underscore sign (_) instead of a slash when creating a new folder.

- **Bug Number:** UDEV00212197. User accounts for Instinct created in Interplay Administrator without a password do not allow users to log in to the application.

Workaround: Assign a password to all user accounts.

- **Bug Number:** UDEV00211520. If you open Instinct as an administrator using one monitor after the previous user was using two monitors and was displaying the application on the second monitor, you might not be able to see the application.

Workaround: Right-click Instinct in the taskbar, select Move, and then press the Left Arrow key until the application comes back into view.

- **Bug Number:** UDEV00208036. When you are using a German-language keyboard, shortcut key combinations that include the circumflex accent (caret) key (^) require that you press the circumflex accent key twice. For example, to select the next tabbed panel in the Research panel, you need to press Alt key and then press the circumflex accent key (^) twice. This is because the circumflex accent key is an accent symbol and requires two key strokes in order to be typed above a letter.

- **Bug Number:** UDEV00206730. If you delete the story name by deleting it from the Story form (that is, by erasing the slug), the story appears in Interplay Access as “unnamed.”

Workaround: Be sure to rename the story, if necessary, instead of deleting the name in the Story form.

- **Bug Number:** UDEV00199685. On a German operating system, if your tape ID for a sequence includes the ß character, you cannot send the sequence to Avid AirSPACE.

- **Bug Number:** UDEV00198328. When you split segments containing text, and then undo the split by either selecting Edit > Undo or pressing Ctrl+Z, the text in the segment might display incorrectly.

Workaround: Continue to select Edit > Undo or press Ctrl+Z until the segment returns to its original state. It might be necessary to do this two or three times.

- **Bug Number:** UDEV00197697. The Record button in the Voice-over controls sometimes incorrectly displays as red, indicating that you can record a voice-over, even if no segment is selected. When you click the Record button while it incorrectly appears enabled, the Record button changes to orange although no voice-over is recorded.

Workaround: If you click the Record button and no voice-over is recorded, select another segment. This returns the Record button to the correct enabled state.

- **Bug Number:** UDEV00197168. Deleting Instinct production cues or rearranging Instinct production cues in Avid iNEWS may cause problems in Instinct. Do not delete or rearrange an Instinct production cue from within Avid iNEWS.
- **Bug Number:** UDEV00191774. Easy and Key Locked queues and stories cannot be accessed from Avid Instinct.
- **Bug Number:** UDEV00181898, UDEV00171106. Avid Instinct does not display ingest initiated by CaptureManager and placed directly into a project.

Workaround: Make a subdirectory in CaptureManager (Incoming Folder).

iNEWS

- **Bug Number:** . The /site/system profile on your Avid iNEWS server specifies the default number of results returned by a search of the Avid iNEWS database (usually a maximum of 500). If your search generates more results than allowed by the default setting, the number of results displayed in the Research panel might be lower than the actual number of matches for your search term. Your Avid iNEWS system manager can configure the default setting, if necessary.
- **Bug Number:** UDEV00224354. Avid iNEWS v2.6 allows users to edit the Total-Time field in order to provide flexibility in configuring story-timing options; however, Instinct users cannot edit the total time as it appears as a read-only field in the Story Form.
- **Bug Number:** UDEV00215375. If you edit a story that has the Confirm Edit property selected in Avid iNEWS, a confirmation dialog box opens. If you use the Close box to close the dialog box instead of clicking Yes, you can edit the story without confirming the edit.
- **Bug Number:** UDEV00212306. If you install the iNEWS client after you install the Instinct application and then try to use Instinct, Instinct might quit unexpectedly.

Workaround: Uninstall Instinct and then reinstall it.

Research Panel/Directory Panel

- **Bug Number:** . If you select a large number of columns to display in a media tab in the Research panel (by clicking a column heading and selecting Select Working Set of Columns), there might be a delay of up to 30 seconds before the Research panel updates to show the columns. When all selected columns do display, the Set Working Set of Columns dialog box appears blank until you click in the Research panel.

Also, since Instinct frequently updates the status in the resolution columns, having too many resolutions displayed in columns can affect performance. Sequences update especially slowly when there are many resolution columns. Note that once columns are displayed, they continue to impact performance for that session even if you hide them. If you reduce the number of resolution columns and save the column layout, you need to restart the application before you see a performance improvement.

Workaround: For best performance, select only the columns you need in the Select Working Set of Columns dialog box.

- **Bug Number:** UDevC00096663. Instinct and Assist represent resolution information with shaded circles indicating if the subclip is available at a specified resolution — for example, if the source media in that resolution is online, partially online, or offline. However, some subclips do not initially display resolution information in the resolution columns in the Research panel.

Workaround: Load the subclip in the Video monitor. The Research panel updates the subclip information and correctly displays the resolution information.

- **Bug Number:** UDevC0080174. Creating a new media column in the Directory panel with a slash (/), backslash (\), or bar (|) in the title might unexpectedly cause the Property Merge dialog box to open when you add a comment to the new column. There are some characters — * | \ : " < > / ? — that are illegal in the asset manager hierarchy. You should not use special characters when naming stories, folders, or columns.

- **Bug Number:** UDevC00079707. If you create a custom column in the Research Panel, the new column might not appear in the Working Set of Columns list.

Workaround: Quit the application and restart it to see the new column as an available property in the list.

- **Bug Number:** UDevC00052066. If a restriction is created in Interplay Assist for a sequence or a shotlist, the restriction does not display in the Instinct Research Panel.

Workaround: Load the sequence or shotlist into the Video monitor to see the restriction.

- **Bug Number:** UDevC00051266. The column heading TapeID in the Avid editing application might appear as the attribute Video ID in an Avid Interplay application. It is the same attribute.
- **Bug Number:** UDevC00051140. Restrictions added in Interplay Assist to subclips do not appear in the Research panel.
- **Bug Number:** UDevC00051096. Restriction icons might display in the Research panel if the restrictions were added in Interplay Assist to clips already loaded in the Video monitor. Refreshing the Research panel might not refresh the display of restriction icons.

Workaround: Load a different clip into the Video monitor and then reload the clip in which the restriction was created.
- **Bug Number:** UDEV00222195. If you open the Locators panel by selecting Show Locators, resize the Locators panel to cover all of the Research panel, and then deselect Show Locators to close the Locators panel, the Research panel is blank.

Workaround: Close the active media folder, open a second folder, and then re-open the original folder. The folder's contents display correctly in the Research panel.
- **Bug Number:** UDEV00220747. When a queue has the refresh trait enabled in iNEWS and a user makes a change to the active queue in the Research panel, clicking the Update button next to the queue name might cause the Research panel to clear the information from its display rather than updating the information.

Workaround: Select a cell in the Research panel to force the display to update. You can also press F5 to update the display.
- **Bug Number:** UDEV00195155. The following properties display data in Avid Interplay Access for media objects but do not display information under their column headings in the Research panel: AudioFormat, AudioSR (audio sample rate), and Video (video resolution).

Send to Playback

- **Bug Number:** . When sending to playback from Instinct, ICS characters (for example, é or ç) in the Video ID do not show correctly in Pilot. This affects only the Video ID field, so sending to playback succeeds but the Video ID found in Pilot is made up of non-ICS characters.
- **Bug Number:** UDevC00100535. If you send a story to playback and use the mouse to click a screen element as the audio mixdown is in progress, Avid Instinct and Avid Interplay Assist might appear to stop responding and the application window might change to white. This does not affect the send-to-playback operation. Once the action completes, the application redraws the screen.

- **Bug Number:** UDevC00086199. If you send a master clip to playback that has had the audio gain modified, you receive an error, “Sequence Contains Unrendered Effects.” In Avid Interplay Assist, this occurs only when you send a clip to playback using the Send Source to Playback option. The reason for this is that the audio gain is considered an unrendered effect, and all effects must be rendered before sending clips to playback. Also, the error message applies not just to sequences sent to playback as source, but to master clips and subclips as well.

In Avid Instinct, an error message appears for any sequence with unrendered effects that you send to playback; however, in Instinct you might see a error message different from the one cited above.

Workaround: In Assist, you can create a new shotlist using the master clip and then send the shotlist to playback using the Send Shotlist to Playback option (this causes unrendered effects to be rendered). For either Assist or Instinct, you can use your Avid editor — for example, Avid NewsCutter Adrenaline — to send the clip to playback.

- **Bug Number:** UDevC00058307. When you send media to playback, the Send to Playback dialog box lists two separate bit depth settings: the Target Audio Resolution Bit Depth in the Relink Settings (Input) area, and the Bit Depth in the Audio Mix Settings (Output) area. The Relink Settings indicate the audio bit depth of your target resolution as set in the Interplay Administrator. The Audio Mix Settings match the bit depth settings of your playback device. Since the audio bit depth used by your media must match the bit depth settings of your playback device, your audio bit depth might be converted twice during the send-to-playback operation, first to the bit depth of your target resolution and then to the bit depth of your playback device.

Storyline

- **Bug Number:** . Some general shortcuts do not apply if focus is in the Story form. For example, if you attempt to change focus from the Story form to the Research panel by pressing Ctrl+3, focus remains in the Story form and text is entered in the field where the cursor is located. In addition, the application remembers the last active field in the Storyline and the Story form, so if you move your focus to another panel by using a keyboard shortcut and then return, focus is in the last active field.
- **Bug Number:** UDevC00105410. If you drag a clip from the Video monitor to a sequence that extends beyond the Storyline window, the sequence might not automatically scroll as you drag the clip. This does not affect normal autoscrolling during playback or scrubbing through the sequence in the Storyline.

Workaround: Create a new segment in the Storyline, and then drag your clip to the empty segment.

- **Bug Number:** UDevC00078551. If you add clips to a story in the Storyline, the clip head frames might continue to indicate that they are still loading.

Workaround: If you reload the story, the clip head frames appear correctly.

- **Bug Number:** UDevC00055534. When you add B-roll footage to a SOT clip so that the B-roll completely covers the SOT, you cannot extend the B-roll clip to next segment (the “Extend Previous Shot to Here” option is grayed out).
- **Bug Number:** UDEV00227358. When you open a story that includes multiple segments, add production cues to each segment, and then rearrange the segments, the production cues do not move with the segments.

Workaround: Refresh the Storyline panel to correctly position the cues.

- **Bug Number:** UDEV00224342. You might receive an “unknown exception” error when trying to display restrictions on subclips in the Storyline.
- **Bug Number:** UDEV00224328. If you open a story in the Storyline, and then rename the story by modifying the name in the Story Form (for example, by typing a new name in the Story Slug or Slug field), the new name might not appear in Avid Interplay Access. The new name appears in the Story Form, in the Research panel, and on the iNEWS server, but Interplay might display only the old name.

- **Bug Number:** UDEV00218222. Instinct stories can contain a maximum of 256 production cues. If you attempt to save a story with more than 256 production cues, Instinct warns you that any production cues over the 256-cue limit will be lost. However, if you delete the extra cues, Instinct does not update the Storyline and you can continue to edit with the extra production cues, which were not saved, still visible. Subsequent attempts to save the story might result in errors.

Workaround: Do not add more than 256 production cues to your story.

- **Bug Number:** UDEV00198777. When you create a new story in the Storyline panel and type text into it, the font might appear smaller than usual.

Workaround: Save the story, load another story, and then reload your new story. The font returns to the usual size.

- **Bug Number:** UDEV00198568. When you start a new story, record a voice-over track, and then add a media clip, the story folder checks in to Interplay with the sequence and a subfolder called Voice Tracks. A second version of the story folder with _1 appended to the original folder name is also checked in containing the sequence.

Workaround: Add media to your story and then add the voice-over. Just one version of the story folder is checked in that contains the sequence and the Voice Tracks subfolder.

- **Bug Number:** UDEV00197661. Moving a segment with loaded wire story causes the Storyline to hang. This occurs because wire stories are read-only and cannot be edited.

Workaround: Click outside of the Storyline, and click Yes to confirm the story edit. The story reappears correctly.

- **Bug Number:** UDEV00195171. If you delete the source media for a voice-over clip — either in the asset manager or in an Avid editing application — and then open the story that includes the voice-over in Avid Instinct, the Voice clip appears in the Storyline and does not indicate that it is offline. You can select the clip in Trim mode or play the sequence with no error message appearing even though the media clip does not exist.

Video Monitor

- **Bug Number:** . Video might display differently during playback. If you see the video display shift in brightness, contrast, hue, or saturation when you pause and play video, you should adjust the graphics controls in the video card settings.
- **Bug Number:** . If you press Ctrl+Alt+Delete, Avid Instinct plays nothing but black until you minimize and then restore the application.
- **Bug Number:** UDEV00222215. If you modify and save a story, and then navigate in the Media tab of the Directory panel to the project folder where the sequence is stored on the asset manager (the folder created and named from your story) and open it, the most recent changes made in the video sequence might not display correctly in the Video monitor.

Workaround: Press Alt+F5 to refresh the display in the Video monitor. The modified sequence plays in the Video monitor and reflects the appropriate modifications.

- **Bug Number:** UDEV00221749. If you load a bad subclip captured by Avid AirSpeed in the Video monitor, you receive a Play Frame Error message in the monitor. This error persists even when you load a good subclip associated with the same master clip.
- **Bug Number:** UDEV00212536. You cannot use the options on the Source menu (B-roll, SOT, or Voice) when the Video monitor is playing video in Source mode. If footage is playing in the Video monitor, click the Play button to stop play before selecting an option and dragging a clip to the Storyline.
- **Bug Number:** UDEV00204264. Avid Instinct does not play clips that include an audio track if no audio device is present. Video-only clips play without error.

Workaround: Check in Windows Device Manager to make sure an audio device is enabled for your system.

Audio

- **Bug Number:** UDevC00080061. If your working audio resolution is set to MP2 in the Avid Interplay Editor Database settings, and you load a media clip currently being ingested by Avid AirSpeed at both MP2 and PCM audio resolutions, you might hear low-quality and out-of-sync audio. This is because both low-resolution (MP2) and high-resolution (PCM) audio are playing at the same time.

Workaround: Select Preferences > Audio/Video Monitoring, and in the Audio/Video Monitoring Preferences dialog box deselect the audio track buttons for either tracks 1 and 2 or tracks 3 and 4 to hear only the high-resolution or low-resolution audio.

- **Bug Number:** UDEV00191417. The audio track names shown next to the audio meters might not match what you have entered in the Interplay Editor Database settings.

International Character Support

- **Bug Number:** UDevC00051060. If you change the font or font size of your input and see characters rotated 90 degrees, make sure you select the correct font. Do not use any font that begins with the “at” symbol (@).

Viewing Help and Documentation on the Interplay Portal

You can quickly access the Interplay Help, PDF versions of the Interplay guides, and useful external links by viewing the Interplay User Information Center on the Interplay Portal. The Interplay Portal is a web site that runs on the Interplay Engine.

You can access the Interplay User Information Center through a browser from any system in the Interplay environment. You can also access it through the Help menu in Interplay Access and the Interplay Administrator.

The Interplay Help combines information from all Interplay guides in one Help system. It includes a combined index and a full-featured search. From the Interplay Portal, you can run the Help in a browser or download a compiled (.chm) version for use on other systems, such as a laptop.

To open the Interplay User Information Center through a browser:

1. Type the following line in a web browser:

```
http://Interplay_Engine_name
```

For *Interplay_Engine_name* substitute the name of the computer running the Interplay Engine software. For example, the following line opens the portal web page on a system named docwg:

```
http://docwg
```

2. Click the “Avid Interplay Documentation” link to access the User Information Center web page.

To open the Interplay User Information Center from Interplay Access or the Interplay Administrator:

- ▶ Select Help > Documentation Website on Server.

If You Need Help

If you are having trouble using your Avid product:

3. Retry the action, carefully following the instructions given for that task in this guide. It is especially important to check each step of your workflow.
4. Check the latest information that might have become available after the documentation was published:
 - If the latest information for your Avid product is provided as printed release notes, they are shipped with your application and are also available online.
 - If the latest information for your Avid product is provided as a ReadMe file, it is supplied on your Avid installation media as a PDF document (README_*product*.pdf) and is also available online.

You should always check online for the most up-to-date release notes or ReadMe because the online version is updated whenever new information becomes available. To view these online versions, select ReadMe from the Help menu, or visit the Knowledge Base at www.avid.com/readme.

5. Check the documentation that came with your Avid application or your hardware for maintenance or hardware-related issues.
6. Visit the online Knowledge Base at www.avid.com/online-support. Online services are available 24 hours per day, 7 days per week. Search this online Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read or join online message-board discussions.

Legal Notices

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