



October 21, 2011

Important VITEC Multimedia Support Notice

Currently, there is an issue with FS-XXX recorded files and Final Cut Pro X, and Mac OS, because of compatibility with these latest versions of Quicktime player:

Version 7.7, Release in August 2011 for Mac OS Snow Leopard, Windows 7, Vista, and XP
Version 10.1 Released in July 2011 for Mac OS 10.7 Lion

Apple released these Quicktime updates to address several important security issues and unfortunately our Quicktime wrapped HDV files no longer are compatible. We strongly suggest that you don't run any Quicktime updaters on systems critical to video editing until this is resolved. One way to verify this problem is to note that the clips play back correctly with other players, such as VLC (www.videolan.org/vlc/), but not with Quicktime-based players. We are working with Apple on a permanent fix, but right now we only have some suggested workarounds:

- Record in the .m2t file format and convert the footage to .mov - Use MPEG Streamclip (www.squared5.com) or another conversion application to convert
- Import the FS-XXX folders into Adobe Premiere Pro (CS5). Exported as an XML file, then import the XML file into FCP7 using their XML function available via File drop-down menu
- If you are not running Lion and you have Final Cut Pro 6 or 7, you may be able to downgrade your Quicktime player so your files will work. This is at your own risk or course, but many customers have had success with downgrading their Quicktime player by following the steps listed here. We suggest trying Quicktime Player Version 7.6.6 on OS 10.6 Snow Leopard

http://www.digitalrebellion.com/blog/posts/using_pacifist_to_downgrade_quicktime.html

If you cannot downgrade using Pacifist or you do not want to try this suggestion, you may need to contact Apple for further assistance with downgrading your Quicktime player.

We will inform you via email of any changes regarding this issue if you have previously contacted us about this or if you send an email: To: support@focusinfo.com, Subject: QT Issue.

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