

SUPPORT

WE PROVIDE ASSISTANCE USING
THE WORLD'S LEADING
AUDIO & VIDEO EXPERTS

MAINCONCEPT™

REFERENCE 2

PROFESSIONAL TRANSCODING APPLICATION

Q: Does Reference run under Windows 7 64-bit?

A: Yes, MainConcept Reference is a native 32-bit Application, but it does also work under Microsoft latest operating system including 64-bit.

Q: Why is the transcoding button disabled after importing files?

A: After importing your source media you have to drag the file you want to encode from the **Input** section into the **Output** area.

Q: Does Reference 2 support Dolby Digital audio and to which formats can I transcode it?

A: Yes, but you will need to purchase one of the separate Dolby Digital Plug-In licenses. MainConcept Reference supports Dolby Digital Professional (including AC-3) and Dolby Digital Plus. Streams which contain AC-3 audio can be transcoded into AAC, MPEG Audio Layer I/II and Dolby Digital audio.

Q: Does Reference 2 support close captioning?

A: Reference supports subtitle rendering, that means text and duration of the subtitles must be available as standard (.SRT) files. Reference generates a subtitle by using this (.SRT) file. This kind of subtitle is embedded into the exported video and cannot be removed after encoding.

Q: Does Reference 2 support capture?

A: Yes, Reference supports capturing via FireWire (IEEE 1394) connection (Windows only).

Q: Is Reference 2 also available for Mac/Intel?

A: Yes, since version 2.1 you can also run Reference on Mac OS X with Intel CPUs.

Q: Is Reference 2 also available for Linux?

A: Unfortunately, there is no Linux version available.

Q: When is a video displayed as “letterbox” or “pillar box” and how can I get rid of the black bars?

A: Depending on the given picture aspect ratio, output aspect ratio and resolution, Reference will generate black bars for the resulting video, in order to keep the picture aspect ratio when the video is displayed. For removing such black bars from the input source you can use the **Cropping** filter.

Q: How can I run Reference from the command-line with no GUI?

A: From the command-line call **mcsidekick.exe -help** for more information.

Q: Can I add multiple source clips to one output file?

A: Yes, if the chosen preset supports this. While dragging additional clips into the **Output** window, the status bar will inform you whether it is supported by chosen preset/settings or not.



SUPPORT

WE PROVIDE ASSISTANCE USING
THE WORLD'S LEADING
AUDIO & VIDEO EXPERTS

Q: Can I specify my own PIDs for the programs and streams in a MPEG Transport Stream?

A: Yes, you are able to set your own PID for video and audio streams in a MPEG Transport Stream.

Q: How can I match most of the settings from my source clip to the encoding parameters?

A: Please activate the **Match input/output format** button from the button toolbar.

Q: How can I transcode a DVD to another format like Flash or iPod?

A: For Flash transcoding you will need our H.264/AVC Pro Plug-In. It is able to import your (.IFO) files from your DVD and to export with H.264/AVC to Flash as (.F4V) type.

Q: I have already purchased the MPEG-2 Codec and would like to purchase also a H.264 Codec. Can I use them at the same time on the same system?

A: Yes, Reference is a modular based application, you will be able to add new licenses on a per-system basis.

Q: I have a quad-core system, does Reference use all cores on my CPU?

A: Yes, Reference will use all available cores.

Q: Does Reference support QuickTime™ export?

A: Yes, Reference supports QuickTime™ compliant (.MP4) files with the H.264/AVC Plug-In.

Q: Does Reference support AVI-files?

A: Yes, Reference 2 is able to import files using the AVI container format. You can also export uncompressed AVI-files (RGB/YCbCr).

Q: Does Reference support Flash?

A: Yes, but only (.F4V) Flash files.

Q: Is there a codec for Reference which supports a lossless compression?

A: Yes, our JPEG2000 Plug-In is able to use a lossless compression.

Q: Can I make encodings for my iPod, iPhone, iPad or PSP?

A: Yes, Reference offers "ready-to-use" profiles for mobile devices.

Q: Is an educational discount available?

A: Yes, we offer an educational discount of about 40%.

Q: I have purchased a Reference codec, but a watermark still appears.

What is going wrong?

A: Please make sure that you have entered the serial key you received with your purchase. You will find the dialog box in **Help/Register Plug-Ins**. It is also possible that other demo DirectShow filters are being used for playback, e.g. when using MediaPlayer. For re-installing the DirectShows filters coming along with Reference, please use **Repair** option in the installation setup.



SUPPORT

WE PROVIDE ASSISTANCE USING
THE WORLD'S LEADING
AUDIO & VIDEO EXPERTS

Q: Is it possible to use Reference as a server application?

A: Unfortunately, you cannot use Reference on a server. This violates the EULA. You can only purchase a “single user license” for Reference.

Q: Does Reference 2 support timecode?

A: Reference is able to generate a timecode, but this will be “embedded” into the exported file and cannot be removed. Reference does not support any other kinds of timecode.

Q: Does Reference 2 support real-time encoding?

A: Real-time encoding is influenced by many factors and depends on the configuration of your system. Reference only supports real-time encoding during capturing, depending on the performance of your system.

Q: Does Reference 2 support network streaming?

A: Unfortunately, Reference does not support network streaming.