CyberLink

PowerCinema 6

User's Guide

CyberLink

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Chapter 1:

CyberLink PowerCinema

Welcome to CyberLink PowerCinema and the world of digital home entertainment. CyberLink PowerCinema is the complete multimedia center that enhances the enjoyment of your photos, videos and music. You can also use CyberLink PowerCinema to watch all of your movies, recorded and live TV, and also listen to your favorite radio stations.

This chapter contains the following sections:

- "Introduction" on page 2

Introduction

Use the arrows on your remote control or your keyboard to browse through the available sections of CyberLink PowerCinema. You may also scroll through using your mouse's scroll wheel.
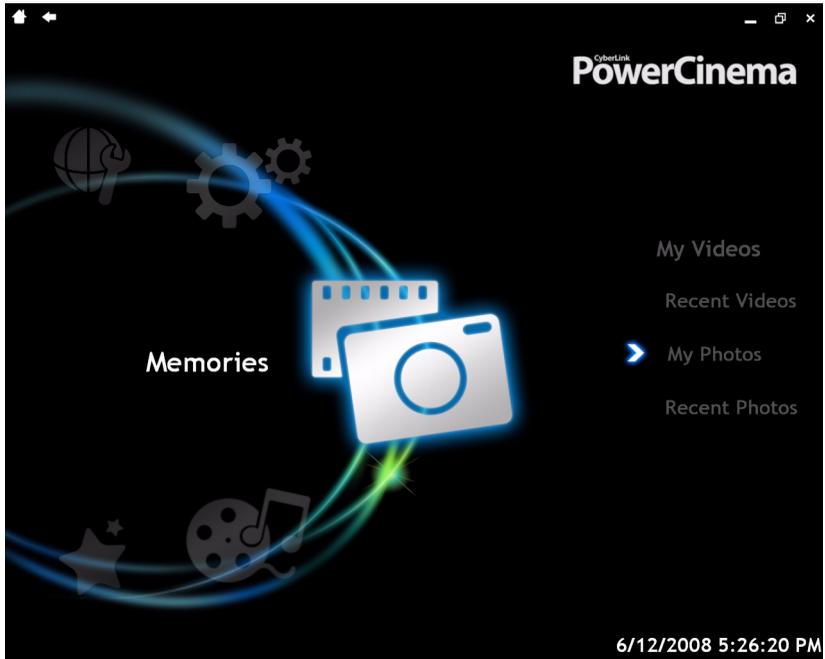
CyberLink PowerCinema contains the following sections:

- **Memories** contains your photos and your videos.
- **Entertainment** allows you to watch movies and play your music. You can also watch and record live TV, or listen to your favorite radio stations.
- **More Features** provides convenient access to additional related/compatible CyberLink products, if there are any installed on your computer. For example, Media Server or SoftDMA.

- **Internet Services** contains special promotions for other CyberLink products within **Extras** and frequently asked questions for CyberLink PowerCinema within **Support**.
- **Settings** contains various options for optimizing CyberLink PowerCinema.

There are three convenient ways to navigate around CyberLink PowerCinema. You can use a remote control within CyberLink PowerCinema for convenient media enjoyment from across the room or use the arrow keys on your keyboard. You may also use the mouse and its scroll wheel to select and scroll through options within the program.

Remote Control

Within most pages of CyberLink PowerCinema there are colored buttons and a menu button at the bottom of a window that provide access to specific features, depending on where within the program you are. These buttons correspond to the red, green, yellow, blue and menu button found on some remote controls.

> **Note:** You can also use the mouse to access these buttons.

Chapter 2:

Memories

The Memories section of CyberLink PowerCinema provides access to all of your photos and videos.

This chapter contains the following sections:

Photos

The Photos section of CyberLink PowerCinema lets you view your photos (in JPG, PNG and BMP formats) in a slideshow, or perform minor fixes on your photos. To open photos, select **Memories > My Photos**.

Select the **Browse By** button to browse for your photos by folder, by date (date taken or last modified) or by rating.

Browse by Folder

The **Browse by Folder** option lets you navigate through the folders on your computer to find your photos. Use the **Zoom in** and **Zoom out** buttons to change the size of the folder/photo thumbnails. When you find the folder that contains the photos you want, select a photo to

view it the Slideshow window or select the **Menu** button to perform another option.

Browse by Date/Rating

The **Browse by Date** option organizes your photos into folders based on the date they were taken, while **Browse by Rating** organizes them into folders based on the ratings you selected. Scroll through the folders to find the one that contains the media that you want to view. You may select a folder to scroll through the photos contained in the specific folder. Select the **Slideshow** button to start a slideshow or the **Rate** button to rate a photo. Select the **Menu** button to perform other options.

Slideshow

When you start a slideshow, CyberLink PowerCinema will include all the photos within a folder in the slideshow by default. To view only certain photos in a slideshow, select the individual photos you want to include before selecting the **Slideshow** button.

Use the playback controls to control or quit the slideshow. If you had selected an individual picture, it displays in full-screen in a paused slideshow. When viewing still pictures, the following special controls are added to the pop-up control panel: **Zoom in**, **Zoom out**, **Pan left**, **Pan right**, **Pan up** and **Pan down**.

More Info & Rating Photos

To view detailed information about a photo, including file size and modified date, select **More Info**. CyberLink PowerCinema lets you rate photos that you like from 1-5 stars. When you give a photo a rating, it will be categorized into a folder with that rating. It can then be conveniently viewed through the **Browse by Rating** function.

Fixing Photos

Within CyberLink PowerCinema you can perform fixes on your photos, including rotating photos and removing red-eye. Select the photo that you want to fix and then select **Fix**. Select **Rotate** to rotate the photo right until it has the desired orientation. Select **Auto Fix** for CyberLink PowerCinema to automatically fix a photo's properties, such as overly lit or dark photos. To remove red-eye from a photo, select the **Remove Red-Eye** button. CyberLink PowerCinema will automatically remove any red-eye from the current photo.

Recent Photos

Select **Recent Photos** to quickly view all of the photos you viewed recently.

> **Note:** To remove a photo from the Recent Photos page, select it and then select **Clear History**. Select **Clear History** without selecting a photo to remove all of the photos in your history at once.

Videos

The Videos section of CyberLink PowerCinema lets you play your videos in MPEG-1/2, WMV, WMV-HD, DVR-MS, AVI and MPEG-4 (available in the Deluxe version only) formats. To open videos, select **Memories > My Videos**.

Select the **Browse By** button to browse for your videos by folder, by date (date recorded or last modified) or by rating

Browse by Folder

The **Browse by Folder** option lets you navigate through the folders on your computer to find your videos. Use the **Zoom in** and **Zoom out** buttons to change the size of the folder/video thumbnails. When you

find the folder that contains the videos you want, select a video to begin playing it or select the **Menu** button to perform another option.

Browse by Date/Rating

The **Browse by Date** option organizes your videos into folders based on the date they were recorded, while **Browse by Rating** organizes them into folders based on the ratings you selected. Scroll through the folders to find the one that contains the media that you want to view. You may select a folder to scroll through the videos contained in the specific folder. Select the **More Info** button to see a scene thumbnail preview of a video file. Select the **Rate** button to rate a video. Select the **Menu** button to perform other options.

Watching Videos

When you start playing a video, CyberLink PowerCinema will play all the videos contained in the folder by default. To play only certain specific videos, select the individual video files that you want to play before selecting **Play**.

Use the playback controls to control the video playback. When viewing videos, the following special controls are added to the pop-up control panel: **Take a snapshot** (Takes a photo snapshot in JPG format and saves it to the Pictures folder on your computer).

Rating Videos

CyberLink PowerCinema lets you rate videos that you like from 1-5 stars. When you give a video a rating, it will be categorized into a folder with that rating. It can then be conveniently viewed through the **Browse by Rating** function.

Recent Videos

Select **Recent Videos** to quickly view all of the videos you watched recently.

> **Note:** To remove a video from the Recent Videos page, select it and then select **Clear History**. Select **Clear History** without selecting a video to remove all of the videos in your history at once.

Chapter 3:

Entertainment

You can watch movies, play your music, view and record live TV, or listen to your favorite radio stations all from within the Entertainment section of CyberLink PowerCinema.

This chapter contains the following sections:

Music

The Music function allows you to listen to music files (in MP3, WAV and WMA formats) with visualizations and create playlists (in the WPL format) to listen to your favorite songs in any order you like. To open music, select **Entertainment > Music**

Browsing for Music

CyberLink PowerCinema lets you browse for your music in a variety of ways, providing a convenient way to access your music. Select the **Browse By** button to browse for music by **Album**, **Artist**, **Genre**, **Song title**, **Playlist**, **Rating** or by **Folder**. Use the **Page Up** and **Page Down** buttons to scroll through your music.

Playing Music

To begin playing music, select a folder, song, artist, album, etc. to begin playback. When you insert a music disc into your computer's disc drive, it will begin to play automatically. If more than one disc drive with content is available, select the disc you want to listen to in the content selection area.

When you play your music, the following special controls are added to the pop-up control panel: **Turn on/off shuffle** (select to shuffle the music within a folder, for an artist, album, etc.), **Turn on/off repeat** (select to repeat all of the music within a folder, for an artist, album, etc.)

Using Playlists

Playlists are simply lists of songs. Using a playlist, you can sequence songs from different sources. CyberLink PowerCinema allows you to use the playlists you create within Windows Media Player.

Watching Visualizations

Visualizations are computer-generated effects that play along with your music while you listen to it. Click on the **Visualization** button to start the visualizations during playback. To exit, press Esc or Backspace on the keyboard.

Searching For Music

CyberLink PowerCinema also includes a detailed music search feature if you are having difficulty finding a specific song or artist within the music collection on your computer. To search for music, select **Menu** - **Search**. Use the virtual keyboard to enter the artist or song name, and then select Search to perform the search.

Recent Music

Select **Recent Music** to quickly view music you recently listened to.

> **Note:** To remove music from the Recent Music page, select it and then select **Clear History**. Select **Clear History** without selecting any music to remove all of the music in your history at once.

Movies

You can play your DVD titles within the Movie function of CyberLink PowerCinema, which has the features and controls of a normal living-room disc player. To open movies, select **Entertainment > Movies**

Watching Movies

When you insert a disc into your computer's disc drive, the movie begins to play automatically. If more than one disc drive with content is available, select the disc you want to watch in the content selection area.

When you watch a movie, the following special controls are added to the pop-up control panel: **Menu** (displays the disc's menu page),

Language (switches among available overdub languages), **Subtitle** (switches among available subtitle languages), **Take a snapshot** (Takes a photo snapshot in JPG format and saves it to the Pictures folder on your computer), **Angle** (switches among available camera angles).

When you press **Stop** during a movie (or access the Movies function without inserting a disc in your drive), the main Movies page appears. Functions on the bottom that are used to control playback include **Restart** (starts the movie from the beginning), **Resume** (starts the movie from the point it was stopped), and **Eject** (opens the disc drive door).

Live TV

CyberLink PowerCinema integrates with CyberLink TV Enhance to let you watch and record TV on your computer. CyberLink TV Enhance enriches the TV watching experience on your computer, by providing you with all the features of a commercial digital video recorder. To open the TV function, select **Entertainment > Live TV**.

Note:

- Ensure your TV turner card has been installed before launching CyberLink TV Enhance. For a hardware compatibility list or tutorial for setting up a tv tuner card, refer to the support section of our web site. http://www.cyberlink.com.
- If you encounter any problems while setting up the hardware, please contact the hardware vendor for assistance.

The first time you use CyberLink TV Enhance, you will be asked to optimize your computer using the Setup Wizard.

Setup Wizard

1. The Setup Wizard begins by displaying a welcome message. Select the **Next** button to begin optimizing your computer for use with CyberLink TV Enhance.

   Note:

   • You may exit the Setup Wizard at any time by selecting Exit. You will be asked if you want to run the Setup Wizard the next time CyberLink TV Enhance is launched. You may also run the Setup Wizard at any time by accessing it on the Settings page.
   • It is strongly recommended that you complete the Setup Wizard the first time CyberLink TV Enhance is launched or when new hardware is installed to ensure that all the hardware was installed correctly.

2. The Setup Wizard will then ask you what the speaker environment of your computer is. Select the option from the drop-down menu that best describes your environment and then select **Next**.

3. CyberLink TV Enhance will now help you configure your TV tuner card, including scanning for available channels. To assist CyberLink TV Enhance to find all the available channels in your area, select the region you live in from the drop-down menu and then select **Next**.

4. If required, select the type of TV signal that is being input into your computer, and then select **Next**.

5. Select the location where you would like to save your recorded TV files on your computer and then select **Next**. You may change this location later in Recording Settings.

6. To begin scanning for available TV channels select **Scan Channels**.

7. Once CyberLink TV Enhance has completed scanning for available channels, select **Next** to display the scanning results.

   Select **View channel list** to view a list of the found channels.

8. Selecting the **Next** button takes you to the Electronic Program Guide (EPG) setup.

9. Select **EPG Service from TV signal**, select **Next** and then select your EPG provider from the drop down menu.

10. Select **Activate** for TV Enhance to download and activate your EPG. Download time depends on the size of the data and the bandwidth of your Internet connection.

11. If your TV tuner card is capable of playing content from the radio, you will be prompted to configure it. Select Next to select the location where you would like to save your recorded radio files on your computer and then select **Next**. To begin scanning for available radio stations select **Scan Channels**. Once CyberLink TV Enhance has completed scanning for available channels, select **Next** to display the scanning results. Select **View channel list** to view a list of the found channels.

12. Select **Finish** to begin using CyberLink TV Enhance.

Overview

The following is an overview of the controls that are used within CyberLink TV Enhance, including an overview of use with a Remote Control.

Remote Control

You can use a remote control with CyberLink TV Enhance for convenient media enjoyment from across the room. To control media playback using the remote control, use the dedicated playback control buttons. Most of the buttons behave like those on a consumer DVD player.

Player Controls for Mouse Use

The player control panel appears whenever you move the mouse, then automatically disappears several seconds after the mouse stops. Standard playback buttons include **Stop** and **Play**/**Pause**.

The playback controls also include volume controls for **Volume Down**, **Mute On/Off** and **Volume Up**, as well as **Channel up** and **down**.

CyberLink TV Enhance also includes the following additional buttons while you watch TV: **Snapshot (**takes a snapshot of the current frame of video), **Record** (instantly record the current program and save it as a video file), **TeleText** (Optional - displays TeleText information, when available), **Subtitle** (displays broadcast subtitles/captions when available), **Audio** (switch among audio modes when available). The **Menu** button provides access to the main menu and other features.

> **Note:** When a digital signal is detected, a **Radio** option is available on the control panel and in the Advanced menu. Select it to display any channels that consist of an audio signal only.

The Minimize, Maximize and Close buttons at the top of the window have standard Windows behavior.

TV Enhance Features

With CyberLink TV Enhance you can enjoy live TV, make scheduled recordings of your favorite TV programs or watch your previously recorded TV shows. TV Enhance window automatically displays the current channel in full screen mode when launched.

To display the menu options page, select the **Menu** button on the playback controls panel and then select **Menu**. The **Menu** button also provides access to **TV/AV Source** (to the change the video input signal for your TV).

Main Menu

The Main Menu provides access to TV Enhance's main features and settings.

Select **Recorded TV** to display a list of the files recorded from a TV. **Schedule** lets you schedule the recording of a new program. **Selecting Program Guide** provides access to the electronic programming guide, when available. **Find Program** lets you search the Program Guide for a specific program. **Channel List** displays a list of the available television channels, while **TV/AV Source** lets you the change the video input signal for your TV. **Settings** lets you configure the CyberLink TV Enhance program.

Recorded TV

Select **Recorded TV** on the menu page to display the Recorded TV page. All of your recorded radio programs can also be found within this page.

> **Note:** You can also access the Recorded TV page from the main CyberLink PowerCinema menu by selecting **Entertainment > Recorded**.

To change the order in which your recorded TV files are displayed, use either the **View by** or the **Sort by** option to arrange by date, program name or genre. Recently recorded files are indicated by the **New** logo.

To play a file, select it and then select the **Play** button. You may also delete unwanted files by selecting **Delete**.

TV Recording Schedule

Schedule displays all of the current recording schedules. To set a recording schedule, select **Schedule > New Recording**. In the page that opens, select the Channel you want to record, the Scheduling Interval and the recording date and times. Select **Apply** to activate the scheduled recording or Cancel to quit without accepting the new recording.

Select an existing scheduled recording to open it for modification. Select **Delete** to remove a scheduled recording you previously created.

> **Note:** The EPG feature is only available in certain regions.

Program Guide

CyberLink TV Enhance supports an Electronic Program Guide (EPG) to list available programs by channel, time and view detailed program information.

> **Note:** You can also access the Program Guide page from the main CyberLink PowerCinema menu by selecting **Entertainment > Program Guide**. The Program Guide feature is only available in certain regions.

Use the arrows on your remote or keyboard to browse the channels and programs in the EPG. Select **View Channel** to view a current program or **Record** to add a program to the Recording Schedule. Select **Info** to view detailed information about a particular program. Use the **Prev. Day** and **Next Day** buttons to view programs on other days.

Detailed Info

When you select **Info**, CyberLink TV Enhance will display detailed available information about a particular program. This may include date, program duration and a brief description.

Select the **Back** button to return to previous window, **Record** to add the program to the Recording Schedule or **View Channel** to view the program.

Find Program

You may search for a specific program in the EPG using the Find Program option. CyberLink TV Enhance lets you search by Genre or Keyword.

To search by **Genre**:

1. Select **Find Program**, then select **EPG**.
2. Select **Genre** to display a list of the available types of programs.
3. Select a genre to view the related programs.

To search by **Keyword**:

1. Select **Find Program**, then enter a keyword in the field provided.
2. Select the **Keyword** button to display a list of the programs in the EPG that contain the keyword you entered.

Channel List

Select **Channel List** to view the list of available channels you can choose to watch. Select Scan Channels to re-scan for the available TV channels at any time.
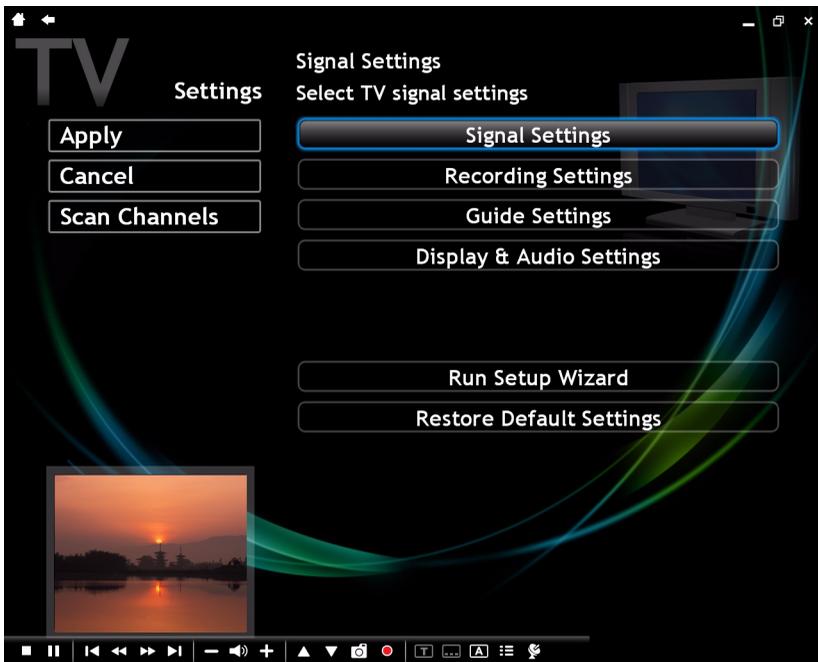
TV/AV Source

TV/AV Source allows to the change the video input signal for your TV.

> **Note:** CyberLink TV Enhance supports multiple tuners.

TV Enhance Settings

Select **Settings** on the main menu page to display a list of the available options for configuring CyberLink TV Enhance.

Select **Run Setup Wizard** to open the wizard that appears the first time you run CyberLink TV Enhance, allowing you to optimize your computer if you did not do so after installation, or if you upgrade your computer.

Note: Select **Restore Default Settings** at any time to return any changed settings to their original configuration.

Scan Channels

Select **Scan Channels** to manually configure your region or postal code to scan for TV channels.

Select **Region** and then select your region from the available list. Select **Scan** to scan for channels in that region.

You may also scan for channels by zip code. Select **Scan** to scan for channels in the specified zip code.

Signal Settings

In the **TV/AV Source** option, select whether your TV receives signals from an analog, digital or composite source. The **Region** option allows you to select the country or region where your cable provider is located.

Audio allows you to set your audio output. Options depend on your TV's signal type, but may include **Mono**, **Stereo** or **SAP**.

In the **TV Audio Input** option, select the source of your audio input.

To manage your TV channels, select **Manage Channels**. If no channel list exists, select **Scan Channels**. Your computer will scan and list the available TV channels. To disable a channel in the list, select it, then choose **Deselect**. Disabled channels are not available for watching when you return to the TV page.

To rename a channel in the list, select it, choose **Rename**, then enter the new name. If you modify any settings on this page, you must select **Apply** for these changes to take effect.

Recording Settings

The **Recording Quality** option allows you to set the quality of video recorded from TV. Selecting a higher quality results in a larger recorded file.

Recording Destination allows you to set the destination where files recorded from TV are saved. To search for recorded files that contain EPG data in the Recording Destination folder, select the **Scan Folder** button.

> **Note:** It is recommended that you perform a folder scan if you changed the Recording Destination folder to ensure the best results when viewing recorded files by category.

Select Captured Teletext Format (Optional) allows you to select your preferred format for Teletext captured using the **Snapshot** function. Available formats include BMP, TXT, RTF and HTML.

Guide Settings

Select **Signal Type** to select whether your TV signal is from cable or antenna. Select **EPG Source** to indicate your EPG (electronic program guide) service provider.

> **Note:** The Program Guide feature is only available in certain regions. CyberLink TV Enhance supports multiple EPG previews with different TV types.

CyberLink TV Enhance will guide you through the activation of your EPG. Enter in your region specific information and then select your EPG provider from the EPG Provider list. Once you are finished, it may take time for your TV program data to be downloaded. (Download time depends on the size of the data and the bandwidth of your Internet connection.

Display & Audio Settings

Use the **Screen Ratio** to indicate if you have a standard (4:3) or widescreen (16:9) display. **Widescreen (or 4:3) Movie Display Type** determines how movies and videos are converted to fit the screen when they do not match the screen ratio. **Letterbox** keeps the video display undistorted and fills the extra space with black bars. **CLPV** is a video stretching technology from CyberLink that produces minimal distortion in the center of the picture. **Pan & Scan** displays the central portion of DVD titles in widescreen ratio, and allows you to drag the display area to view different portions of the video.

Color Profile allows you to change the overall color scheme of video content during playback. **Original** uses the color scheme of the disc you are watching. **CLEV-2** is a video enhancement technology from CyberLink that dynamically adjusts the brightness, contrast, and saturation if the movie you are watching contains scenes that are overly dark or bright. Options other than Original require more system resources to run.

Set **Speaker Environment** to match the number of speakers you have. Select **SPDIF** for digital audio output.

Output Mode determines the special processing used on the audio signal. Experiment with the available settings to decide which you prefer.

Audio Channel Expander expands the range of sound of 4 or 6 speaker output. TrueTheater Surround is an audio channel expansion technology from CyberLink that converts stereo audio sound and outputs it to multiple channels. There are three variations: TrueTheater Surround (Movie playback) for watching movies, TrueTheater Surround (Music - Standard) for regular music output, and TrueTheater Surround (Music - Onstage) for a more live sound.

Load Default Settings returns the settings on this page to their original values. If you modify any settings on this page, you must select **Apply** for these changes to take effect.

Radio

CyberLink PowerCinema lets you listen to your favorite radio stations on your computer. You can listen to the radio, add stations to your list of Favorites and schedule automatic recordings. To open the Radio function, select **Entertainment > Radio**.
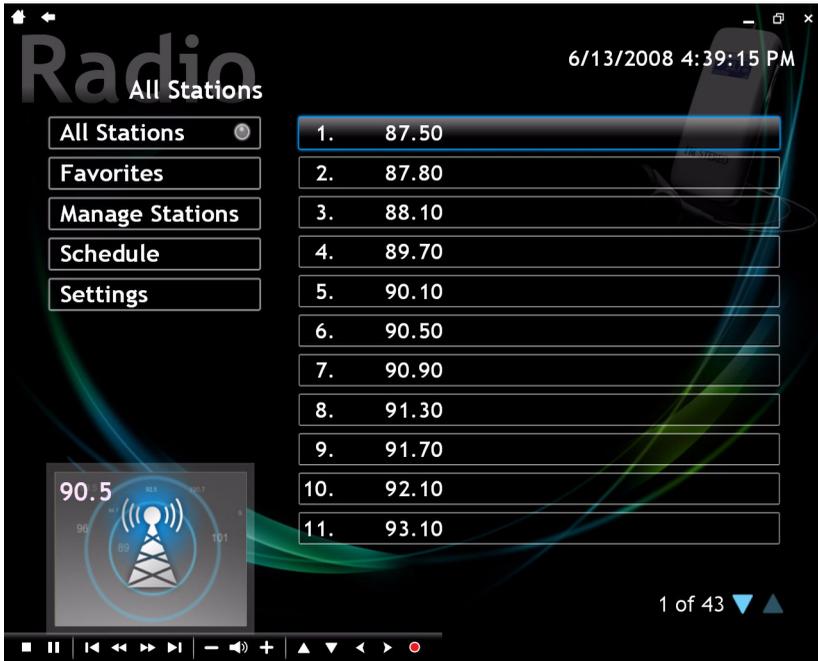
Listening to the Radio

All Stations displays all available radio stations. Select a station in the list to listen to it. **Favorites** displays the radio stations you add to this special list, and opens by default whenever you open the Radio function.

Manage Stations allows you to organize your radio stations, while the **Schedule** option lets you set up a recording of a radio program. **Settings** lets you configure the Radio function.

Managing Radio Stations

Within **Manage Stations**, a star indicates those stations that have been added to your Favorites list. Selecting a station in the list displays the following options: **Add to Favorites** (adds the station to your list of Favorites), **Delete** (removes the station from the program), and **Edit** (allows you to change the frequency and name).

Add a New Station

To add a new radio station to the list of available stations, select **Create Station**. The new station appears in the list of available radio stations. Enter the station's frequency, then press **Enter** on the keyboard or remote. Enter the station's name, then press **Enter** on the keyboard or remote.

If no station list exists, select **Scan Stations**. Your computer will scan and list all available radio stations.

Radio Recording Schedule

To set a recording schedule, select **Schedule**, then **New schedule**. (Make sure that **Radio** is selected.) In the page that opens, select the Station you want to record, the Scheduling Interval, and the recording date and times. Select the File Name option to give the recorded file a custom name using the virtual keyboard. Select **Apply** to activate the recording schedule, or **Cancel** to quit without accepting the schedule.

Select an existing recording schedule to open it for modification. Select **Delete** to remove a recording schedule you have previously created.

> **Note:** All recorded radio programs can be viewed by selecting **Entertainment > Recordings**. For more information see "Recorded TV" on page 24.

Radio Settings

Fine-Tuning Scale sets the increment used for tuning radio stations.

The **Recording Format** option allows you to set the recording format and quality of the audio recorded from the radio. Selecting a higher quality results in a larger recorded file.

Recording Destination sets the folder where audio files recorded from the radio are saved. Select **Scan Stations** to scan and list the available Radio stations.

Load Default Settings returns the settings on this page to their original values. If you modify any settings on this page, you must select **Apply** for these changes to take effect.

Chapter 4:

Settings

CyberLink PowerCinema is the complete multimedia center that enhances the enjoyment of your photos, videos, music and movies. Use the arrows on your remote control or your keyboard to browse through the available sections of CyberLink PowerCinema. You may also scroll through using your mouse's scroll wheel.

This chapter contains the following sections:

- "Settings" on page 34

Settings

Select **Settings** on the Main page to configure the settings for CyberLink PowerCinema. The About option within **Settings** lets you view copyright and versioning information for CyberLink PowerCinema, while the **Help** options provides access to the help file when you need assistance.
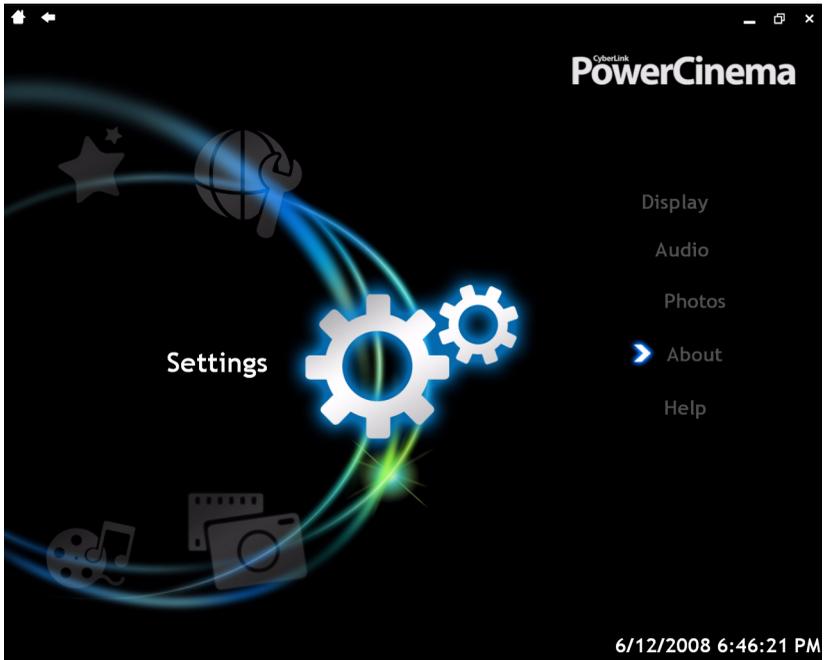
Note: The settings for the TV and radio functions are contained within those areas of the program.

Display Settings

Display opens a page with options for configuring your computer's video display settings. Select one of the following options to configure

your monitors **Display Output**: **Letterbox** keeps the video display from distorting and fills the extra space with black bars. **TrueTheater Stretch** is a video stretching technology from CyberLink that produces minimal distortion in the center of the picture. **Pan & Scan** displays the central portion of DVD titles in widescreen ratio, and allows you to drag the display area to view different portions of the video.

Color Profile allows you to change the overall color scheme of video content during playback. **Original** uses the color scheme of the disc you are watching. **Vivid**, **Bright** and **Theater** add enhanced color to the video display. **TrueTheater Lighting** is a video enhancement technology from CyberLink that dynamically adjusts the brightness, contrast, and saturation if the movie you are watching contains scenes that are overly dark or bright. Options other than Original require more system resources to run.

Closed Captions determines the location of the closed captioning function. When this option is set to **Normal**, closed captions appear across the bottom of the screen. When set to **Elevated**, closed captions appear across the top of the screen.

Audio Settings

Audio opens a page with options for configuring your computer's audio. **Set Speaker Environment** to match the number of speakers you have. **Output Mode** determines the special processing used on the audio signal. Experiment with the available settings to decide which you prefer.

Dynamic Range Compression offers options for different listening environments. Normal Environment creates a standard virtual listening environment. Quiet Environment emphasizes even the slightest sound effect in a movie. Noisy Environment amplifies low range audio signals, which is especially suitable for notebook computers.

Photo Settings

When viewing photos in a slideshow, you can also include any photos that are in a folder's subfolders in the slideshow by selecting Yes for **View Photos in Subfolders**. **Slide Duration** lets you set how long each photo in a slideshow is displayed before automatically advancing. Select the default style for your slideshows from the **Slideshow Effect** option. Depending on the type of effect you choose, the slideshow will be played back differently.

Chapter 5:

Technical Support

This chapter contains technical support information. It includes all the information to find the answers you need to assist you. You may also find answers quickly by contacting your local distributor/dealer.

This chapter contains the following sections:

Before Contacting Technical Support

Please take advantage of one of CyberLink's free technical support options:

- consult the User Guide or the online help installed with your program.
- refer to the Frequently Asked Questions (FAQs) in the Support section of the CyberLink Web site.

http://www.cyberlink.com/multi/support/product_faq_home.jsp

The FAQs may have information and helpful hints that are more current than the User Guide and online help.

When contacting technical support by email or phone, please have the following information ready:

- registered **Activation Key** (Your Activation Key can be found on the CD cover, the Box cover, or in the email received after you purchased CyberLink products on the Cyberlink store.)
- the product name, version and build number, which generally can be found by clicking on the product name image on the user interface
- the version of Windows installed on your system
- hardware devices on your system (capture card, sound card, VGA card) and their specifications
- the wording of any warning messages that were displayed (You may want to write this down or take a screen capture)
- a detailed description of the problem and under what circumstances it occurred

Web Support

Solutions to your problems are available 24 hours a day at no cost on the CyberLink web sites:

> **Note:** You must first register as a member before using CyberLink web support.

CyberLink provides a wide range of web support options, including FAQs and a user community forum, in the following languages:

Language	Web Support URL
English	http://www.cyberlink.com/CS/support/enu/support_index.jsp
Traditional Chinese	http://tw.cyberlink.com/CS/support/cht/support_index.jsp
Japanese	http://jp.cyberlink.com/jpn/support_jpn/support_index.jsp
Italian	http://it.cyberlink.com/CS/support/ita/support_index.jsp
German	http://de.cyberlink.com/CS/support/deu/support_index.jsp
French	http://fr.cyberlink.com/CS/support/fra/support_index.jsp
Spanish	http://es.cyberlink.com/CS/support/esp/support_index.jsp

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