

CyberLink

**PowerDVD 20**  
TV Mode

User's Guide



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## Chapter 1:

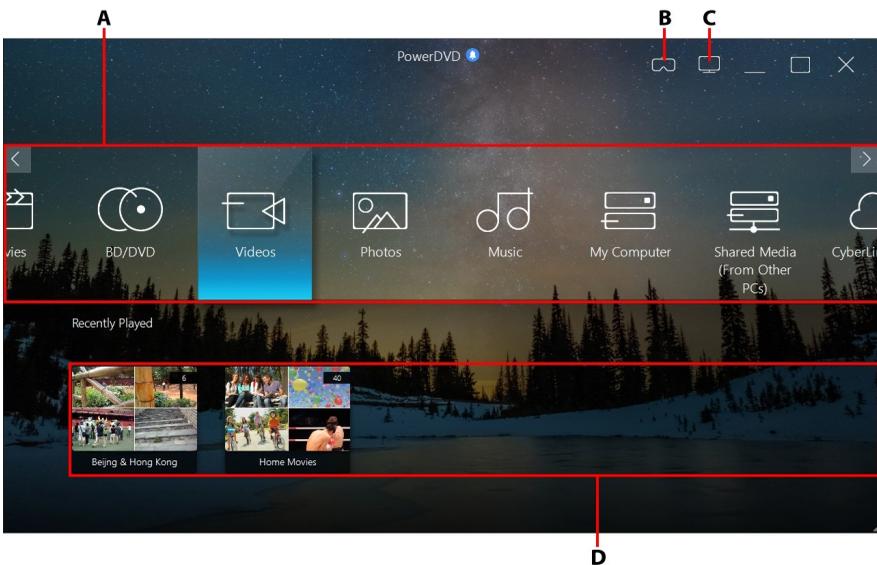
# Introduction

Welcome to the TV mode of CyberLink PowerDVD. The world's number one movie disc and digital media player has been optimized for the home theater experience.

**Note:** this document is for reference and informational use only. Its content and the corresponding program are subject to change without notice.

## PowerDVD TV Mode

When you enter TV mode, the program displays as below.



A - Media Panel, B - Enter VR Mode, C - Switch to PC Mode, D - Recently Played/Added Media

**Note:** the TV mode of CyberLink PowerDVD does not support all the program features. Try switching to PC mode if you can't find a feature you are looking for.

## Media Panel

The media panel is where you select the type of media you want to play in CyberLink PowerDVD. From this panel you can play movie discs and access all the photos, video clips, movie files, TV shows, and music in the CyberLink PowerDVD media library.

**Note:** if you did not import media into the media library at first launch, you can select the **Add Now** button to import it. See [Importing Media into the Media Library](#) for more information. You can also access the media on your computer using the **My Computer** media panel option.

In the media panel, you can also access the media files stored on CyberLink Cloud\*, or watch YouTube videos without leaving the program.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

To navigate through the media panel, you can:

- use a compatible remote control that is connected to your computer.
- use touch gestures on a tablet or touch screen. Swipe left and right to navigate, and tap an option to select it.
- use the arrows keys on your keyboard to navigate through the options. Press the Enter key to select an option.
- use your mouse's scroll wheel to browse the available options. Click an option to select it.

## TV Shows

The **TV Shows** option is where TV show video files you recorded with a PVR are found in the PowerDVD media library. See [Playing TV Shows](#) for more information.

## Movies

Select **Movies** to access all the movie files in the CyberLink PowerDVD media library. Movie files are DVD/Blu-ray Disc\* folders, DVD/Blu-ray Disc\* ISO files, and individual video files (movie files you recorded with a PVR) that are saved on your computer's hard drive.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

See [Playing Movie Files](#) for more information on playing movie files in CyberLink PowerDVD.

## BD/DVD

Select **BD/DVD** to play back video discs in CyberLink PowerDVD. See [Playing Movie Discs](#) for information on the playback of discs in CyberLink PowerDVD.

## Videos

Select the **Videos** option to play back the video clips that are in your media library. These videos are home movies and other short clips that you may not want to include in the movie library. See [Playing Videos](#) for information on the playback of video files in CyberLink PowerDVD.

## Photos

Select **Photos** to view all of the photos that are in your media library. You can view these photos one at a time or in slideshows. See [Viewing Photos](#) for information on the photo features that are available in CyberLink PowerDVD.

## Music

Select the **Music** option to play back the music that is in your media library. The audio that is in the music library does not have to be just music. It can be any type of supported audio that you want to play back in CyberLink PowerDVD.

See [Playing Music](#) for information on the music playback features that are available in CyberLink PowerDVD.

## My Computer

Select **My Computer** to view all of the folders on your computer's hard drive, and any connected USB devices, network drives, and more. This tab mirrors the view seen when you click on **Computer** in Windows Explorer, including the default Windows library shortcuts. This lets you access and play back any media that you did not import into the media library.

**Note:** CyberLink PowerDVD supports the Dropbox, Google Drive, and OneDrive cloud storage services. Make sure the cloud storage service's desktop app is installed, running, synced, and enabled in UI preferences in PC mode.

## Shared Media (From Other PCs)

Select **Shared Media (From Other PCs)\*** to play back the media files that were shared on computers on the same network running CyberLink PowerDVD or PowerPlayer. For more detailed information, see [Playing Media Shared From Other PCs](#).

**Note:** \* this feature is only available in some editions of CyberLink PowerDVD 20.

## CyberLink Cloud

Select the **CyberLink Cloud**\* option to view the media stored on the cloud service from CyberLink. You can use CyberLink Cloud to back up your media so you can access it anywhere, or to access the media that you uploaded via a portable device running CyberLink Power Media Player.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

The media on CyberLink Cloud can be streamed to your computer for playback in CyberLink PowerDVD. See [Playing Media Stored on CyberLink Cloud](#) for more information about using this feature.

## YouTube

The YouTube option of the media panel lets you watch videos on YouTube.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

See [Playing YouTube Videos](#) for more information about using this feature.

## Vimeo

The Vimeo option of the media panel lets you watch videos on Vimeo.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

See [Playing Videos on Vimeo](#) for more information about using this feature.

## Settings

Select the Settings option to configure the available settings in TV mode of CyberLink PowerDVD. See [PowerDVD Settings](#) for more information.

## PowerDVD VR Mode (Virtual Reality)

In CyberLink PowerDVD, if you have a supported virtual reality (VR) headset, you can play your media in VR mode.

### Setting Up and Entering VR Mode

Before attempting to enter PowerDVD's VR mode, please ensure that:

- your supported VR headset is connected to your computer.
- you have installed all the necessary tools and programs provided by the VR headset manufacturer.
- your VR headset is turned on, if required.

To enter VR mode, click the  button and then select **Enter VR Mode**. You can now put on your VR headset to enjoy the content in VR mode.

**Note:** you can also select media in the media library, and then enter VR mode by selecting **VR Headset** in the **Play To** menu.

Select the **Mirror VR View in PowerDVD Window** option if you want what you see when wearing the VR headset to also be shown in the CyberLink PowerDVD media window.

**Note:** for help on what controls are available in VR mode, look left when you have the VR headset on to view the on screen hints. While media is playing back, pull the trigger/click on the trackpad (depending on your type of VR headset) to view the player controls and on screen hints.

## Playing Media in VR Mode

When playing 360 videos, photos, and YouTube videos in VR mode, you are fully immersed in a 360 virtual reality environment. When playing non 360 media, the media is viewed on a large virtual screen in your private screening room within the VR environment.

**Note:** for help on what controls are available in VR mode, look left when you have the VR headset on to view the on screen hints. While media is playing back, pull the trigger/click on the trackpad (depending on your type of VR headset) to view the player controls and on screen hints.

You can play most of the media in your media library in VR mode, including your music and videos on YouTube. You can also access the media files on your hard drive by accessing My Computer, and also content on Steam through SteamVR.

**Note:** the playback of CyberLink Cloud media, home media (DLNA), ISO files, and disc folders is not available in VR mode.

## Switching PowerDVD Modes

CyberLink PowerDVD has two main modes available for playing back your media content: PC mode and TV mode. PC mode is the main mode of CyberLink PowerDVD and has more features.

To switch to PC mode, click the  button on the title bar.

**Note:** see the help file within the PC mode of CyberLink PowerDVD for a detailed description of its functions and features.

## Supported File and Disc Formats

CyberLink PowerDVD supports the play back of the following media file and disc formats.

## Disc Formats

The optical disc formats that CyberLink PowerDVD supports are listed below:

Optical Disc Types	File Formats
Ultra HD Blu-ray*	BDMV
Blu-ray Discs*	BDAV, BDMV
DVD	DVD-Video, AVCHD*, AVCREC*, DVD-VR, DVD+VR
CD	VCD, SVCD

## Video File Formats

Movie files, TV shows, and videos of the following formats are supported in CyberLink PowerDVD:

264, 265\*, 26L, 3G2, 3GP, 3GP2, 3GPP, ASF, AVC, AVI, DVR-MS, FLV, H264\*, H265\*, HEVC\*, JSV, JVT, M1V, M2P, M2T, M2TS, M2V, M4V, MKV, MOD, MOV (H.264/alpha PNG\*), MP4, MP4V, MPE, MPEG, MPG, MPV, MTS, QT, TOD, TP, TPD, TRP, TS, TTS, VC1\*, VOB, VRO, WEBM\* (VP9+Opus) (VP9+Vorbis), WM, WMV, WTV.

## Photo File Formats

In CyberLink PowerDVD you can view photos in the following photo file formats:

ARW, BMP, CR2, CRW, DCR, DNG, ERF, GIF, GIF (89a), HEIF (.HEIC)\*, JPEG, JPG, KDC, MEF, MRW, NEF, ORF, PEF, PNG, RAF, RAW, RW2, SR2, SRF, TIF, TIFF, X3F.

## Audio File Formats

In CyberLink PowerDVD you can play back audio in the following audio formats:

Optical Disc Types	File Formats
CD	Audio, Karaoke

**Audio file formats:** AAC, AC3, ADTS, ALAC, AOB, APE, DSD Audio\* (DSF, DFF), DTS, FLAC, M4A, MID, MKA, MP2, MP3, MPA, OGG, RMI, WAV, WMA.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

## Chapter 2:

# PowerDVD Media Library

The PowerDVD media library is comprised of all the movies, TV shows, and other media files that you import from your computer's hard drive. To ensure the PowerDVD media library has all of your media, make sure that you tell CyberLink PowerDVD where it is so it can be imported. For information on importing movies, TV shows, and other media files in to the media library, see [Importing Media into the Media Library](#).

## Importing Media into the Media Library

At first launch, CyberLink PowerDVD imports the movies, TV shows, and other media files on your computer's hard drive and connected network devices into the PowerDVD media library. If there is no media in a library window, you can specify which folders CyberLink PowerDVD should be importing media from by clicking the **Add Now** button.

To import media into the media library, do this:

1. Select the **Add Now** button. The media library settings window displays.

**Note:** if there is already media in a library window, you can access this settings window via the **Media library settings** section of [General Settings](#).

2. In the Settings window, select one of the following tabs:
  - [Movies](#)
  - [TV Shows](#)
  - [Video/Photos](#)
  - [Music](#)
3. Select **OK** to close the Settings window. CyberLink PowerDVD will scan the folder and import all the supported media files.

**Note:** if you don't import media into the PowerDVD media library you can still access it on your computer's hard drive via the **My Computer** tab of PowerDVD.

## Movies

Select the **Movies** tab to set what folders CyberLink PowerDVD imports movie files from. Movie files are DVD/Blu-ray Disc\*, DVD/Blu-ray Disc\* ISO files, folders and individual video files (movie files you recorded with a PVR) that are stored on your computer's hard drive and connected network devices.

### Movie library

In the Movie library list are the folders that CyberLink PowerDVD imports supported movie files from. See [Supported File and Disc Formats](#) for a list of the supported file formats.

**Note:** these folders are continuously scanned for new media, so if you add or remove media from them, the PowerDVD media library is updated automatically.

To add folders to the movie library, do this:

1. Select the **Add Movie Folder** button.
2. Browse to the folder you want to add. The folders can be on your computer's hard drive or on a connected network device.
3. Select the **Select Folder** button to add it to the list.
4. Repeat the above steps to add more folders if necessary.
5. If required, select the **Ignore videos that are under** option and enter a duration in minutes in the field provided. This will help to filter out shorter home or other videos you may not want in your movie library.
6. If required, select the **Show disconnected media** option if you want to see movie files on disconnected network devices in the media library.

**Note:** if you want to remove a folder from the movie library, hover your mouse over the folder in the list and then select .

## TV Shows

Select the **TV Shows** tab to set what folders CyberLink PowerDVD imports TV shows from. TV shows are video files recorded with a PVR and saved on your computer's hard drive and connected network devices.

The TV shows in the folders you specify are imported into the **TV Shows** section of the media library.

### TV show library

In the TV show library list are the folders that CyberLink PowerDVD imports supported TV shows from. See [Supported File and Disc Formats](#) for a list of the supported file formats.

**Note:** these folders are continuously scanned for new media, so if you add or remove media from them, the PowerDVD media library is updated automatically.

To add folders to the TV show library, do this:

1. Select the **Add TV Show Folder** button.
2. Browse to the folder you want to add. The folders can be on your computer's hard drive or on a connected network device.
3. Select the **Select Folder** button to add it to the list.
4. Repeat the above steps to add more folders if necessary.
5. If required, select the **Ignore videos that are under** option and enter a duration in minutes in the field provided. This will help to filter out shorter home or other videos you may not want in your TV show library.
6. If required, select the **Show disconnected media** option if you want to see TV shows on disconnected network devices in the media library.

**Note:** if you want to remove a folder from the TV show library, hover your mouse over the folder in the list and then select .

## Organizing TV Shows

For easing browsing, TV shows are organized by series and season. CyberLink PowerDVD does this automatically based on the TV show file and folder names. For best results, ensure the TV show file and folder names are as follows:

- the TV show name should be in either the file name or in the name of the file's parent folder.
- where "XX" indicates the season number, it should be in either the file name as "SXX", or as "Season XX" the file's parent folder.
- where "YY" indicates the episode number, it should be in either the file name as "YY" or "EYY".

## Naming Examples

The following are some examples of how you can organize your TV shows so that they are organized properly in the TV show library:

Top Folder Name	Subfolder Name	File Name
TV Shows	--	The.PowerDVD.Show .S01E01.MP4, The.PowerDVD.Show .S01E02.MP4, The.PowerDVD.Show .S02E01.MP4, ...
TV Shows	The PowerDVD Show	S01E01.MP4, S01E02.MP4, S02E01.MP4, ...
The PowerDVD Show	Season 1	E01.MP4, S01E02.MP4, ...
The PowerDVD Show	Season 1	01.MP4, 02.MP4, ...

**Note:** if there is additional text in the file name between the episode number and file extension, it will be ignored and not displayed in the TV show library.

## Videos/Photos

Select the **Videos/Photos** tab to set what folders CyberLink PowerDVD imports videos and photos from. It is recommended that you import video files that are home movies, or other short clips, that you may not want to include in the Movie Library section.

### Video/Photo libraries

In the Video/Photo libraries list are the folders that CyberLink PowerDVD imports supported video files and photos from. See [Supported File and Disc Formats](#) for a list of the supported file formats.

**Note:** these folders are continuously scanned for new media, so if you add or remove media from them, the PowerDVD media library is updated automatically.

To add folders to the video and photo libraries, do this:

1. Select the **Add Video/Photo Folder** button.
2. Browse to the folder you want to add. The folders can be on your computer's hard drive or on a connected network device.
3. Select the **Select Folder** button to add it to the list.
4. Repeat the above steps to add more folders if necessary.
5. If required, select either of the following import options:
  - **Ignore photo files less than:** select this option if you do not want to import photo files that are less than the size you select from the drop-down.
  - **Ignore video files less than:** select this option if you do not want to import video files that are less than the size you select from the drop-down.
6. If required, select the **Show disconnected media** option if you want to see videos/photos on disconnected network devices in the media library.

**Note:** if you want to remove a folder from the video or photo library, hover your mouse over the folder in the list and then select .

## Music

Select the **Music** tab to set what folders CyberLink PowerDVD imports audio files from. You can import any type of audio file into the music library that is a supported format, but the files are imported into the **Music** tab of the media library.

### Music library

In the Music library list are the folders that CyberLink PowerDVD imports supported music from. See [Supported File and Disc Formats](#) for a list of the supported file formats.

**Note:** these folders are continuously scanned for new media, so if you add or remove media from them, the PowerDVD media library is updated automatically.

To add folders to the music library, do this:

1. Select the **Add Music Folder** button.
2. Browse to the folder you want to add. The folders can be on your computer's hard drive or on a connected network device.
3. Select the **Select Folder** button to add it to the list.
4. Repeat the above steps to add more folders if necessary.
5. If required, select the **Show disconnected media** option if you want to see music files on disconnected network devices in the media library.

**Note:** if you want to remove a folder from the music library, hover your mouse over the folder in the list and then select .

## Chapter 3:

# Playing Media in PowerDVD

CyberLink PowerDVD supports the playback of a variety of different media. From high definition content and DVDs, to movie files and TV shows, home videos, audio CDs, photo slideshows, and music, CyberLink PowerDVD provides you with the complete digital media playback experience.

## Playing TV Shows

Select the **TV Shows** option in the media panel to enter the TV shows module and see a list of shows in the media library. You can also see a list of **Recently Played** and **Recently Added** TV shows by highlighting **TV Shows** on the media panel.

CyberLink PowerDVD automatically organizes TV shows by show, season, and episode for easy browsing. If you find that the TV shows are not displaying correctly, you may need to update the file and folder names. See [Organizing TV Shows](#) for more information.

**Note:** select the  button if you want to search for a specific TV show in your media library.

Right-click on a TV show thumbnail and then select **Locate on Disk** to view the folder where the file is located in Windows Explorer. Select **Delete from Disk** to remove it from your computer's hard drive.

To start play back, navigate to the TV show you want to watch and then select it. To play the TV show in [VR mode](#), right-click on it and then select **Play To > VR Headset**.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Auto-Resume

If you stop or close CyberLink PowerDVD when playing TV shows in the media library, the next time you play that specific video file, you may resume playback from the last viewed scene.

The auto-resume feature remembers exactly where you left off the last time you watched the TV show. It includes the following options:

- select **Resume** to continue from the point where you previously stopped watching.

If you don't want CyberLink PowerDVD to prompt you every time you play a TV show, you can disable the auto-resume function in settings. See the **Auto-Resume setting** section of [General Settings](#) for more information.

## TV Show Playback Controls

When you are watching a TV show, use the player controls to control playback. The controls include stopping and pausing playback, reversing/fast forwarding content, or adjusting the volume. You can also step forward/backward through frames when playback is paused, or touch and drag the navigational slider to quickly find a scene.

Select the  button (or the menu button on your remote control) to access to the following features:

- **Play To:** select this option to play the current TV show on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.
- **Audio Language:** lets you select from available audio streams, i.e. the dialogue language. The number of audio streams depends on the video file itself.
- **Primary Subtitles:** lets you enable/disable subtitles from the available external subtitle files. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.

**Note:** select the **Settings** option to change the appearance and more of external subtitles. See the Subtitles Settings section in the PC mode help for more information.

- **Secondary Subtitles:** lets you enable secondary subtitles from the available external subtitle files, or turn them off. Secondary subtitles display along with the default (primary) subtitles. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.
- **Chapters:** select to view and jump to the available chapters in the TV show.
- **Video Enhancements:** select to enhance the quality of the video. See [TrueTheater Enhancements](#) for more information.
- **Audio Enhancements:** select to enhance the quality of the audio. See [TrueTheater Enhancements](#) for more information.
- **Set 360 Projection Format:** if you are playing a 360° media file and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of your media. See [TrueTheater Enhancements](#) for more information.

When watching TV shows on an ultra wide 21:9 monitor, click the  button to crop out the black areas on all four sides of the video for a better fit. Crop to fill can also be used on standard 16:9 monitors to zoom in on the video. Click  to restore the view and reset it to the default aspect ratio.

## Playing Movie Files

Select the **Movies** option in the media panel to enter the movies module and see a list of movie files in the media library. You can also see a list of **Recently Played** and **Recently Added** movies by highlighting **Movies** on the media panel.

Right-click on a movie file thumbnail and then select **Locate on Disk** to view the folder where the file is located in Windows Explorer. Select **Delete from Disk** to remove it from your computer's hard drive.

To start play back, navigate to the movie file you want to watch and then select it. To play the movie file in [VR mode](#), right-click on it and then select **PlayTo > VR Headset**.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Auto-Resume

If you stop or close CyberLink PowerDVD when playing movie files in the media library, the next time you play that specific video file, you may resume playback from the last viewed scene.

The auto-resume feature remembers exactly where you left off the last time you watched the movie file. It includes the following options:

- select **Resume** to continue from the point where you previously stopped watching.
- select **Restart** to watch the movie file from the beginning.

If you don't want CyberLink PowerDVD to prompt you every time you play a movie file, you can disable the auto-resume function in settings. See the **Auto-Resume setting** section of [General Settings](#) for more information.

## Movie File Playback Controls

When you are watching a movie file, use the player controls to control playback. The controls include stopping and pausing playback, reversing/fast forwarding content, or adjusting the volume. You can also step forward/backward through frames when playback is paused, or touch and drag the navigational slider to quickly find a scene.

Select the  button (or the menu button on your remote control) to access to the following features:

- **PlayTo:** select this option to play the current movie file on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.

- **Audio Language:** lets you select from available audio streams, i.e. the dialogue language. The number of audio streams depends on the video file itself.
- **Primary Subtitles:** lets you enable/disable subtitles from the available external subtitle files. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.

**Note:** select the **Settings** option to change the appearance and more of external subtitles. See the Subtitles Settings section in the PC mode help for more information.

- **Secondary Subtitles:** lets you enable secondary subtitles from the available external subtitle files, or turn them off. Secondary subtitles display along with the default (primary) subtitles. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.
- **Chapters:** select to view and jump to the available chapters in the movie file.
- **Video Enhancements:** select to enhance the quality of the video. See [TrueTheater Enhancements](#) for more information.
- **Audio Enhancements:** select to enhance the quality of the audio. See [TrueTheater Enhancements](#) for more information.
- **Set 360 Projection Format:** if you are playing a 360° media file and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of your media. See [TrueTheater Enhancements](#) for more information.

When watching movie files on an ultra wide 21:9 monitor, click the  button to crop out the black areas on all four sides of the video for a better fit. Crop to fill

can also be used on standard 16:9 monitors to zoom in on the video. Click  to restore the view and reset it to the default aspect ratio.

## Playing Movie Discs

Select the **BD/DVD** option in the media panel to enter the movie disc module. To start play back, insert the disc into the disc drive and then select **Play**.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Auto-Resume

If you stop or close CyberLink PowerDVD during DVD disc playback, and even play other media or discs afterward, the next time you play that specific disc title, you may resume playback from the last viewed scene.

**Note:** the auto-resume feature is not available for Blu-ray Disc playback.

The auto-resume feature remembers exactly where you left off the last time you watched the disc. It includes the following options:

- select **Resume** to continue from the point where you previously stopped watching.
- select **Restart** to watch the disc from the beginning.

If you don't want CyberLink PowerDVD to prompt you every time a disc is inserted, you can disable the auto-resume function in settings. See the **Auto-Resume setting** section of [General Settings](#) for more information.

## Movie Disc Playback Controls

When you are watching a movie, use the player controls to control playback. The controls include stopping and pausing playback, reversing/fast forwarding content, jumping to the previous/next scene, or adjusting the volume. You can also step forward/backward through frames when playback is paused, or touch and drag the navigational slider to quickly find a scene.

Select the  button (or the menu button on your remote control) to access to the following features:

- **Root Menu:** during disc playback, select this option to go to the disc's root menu.
- **Pop-up Menu:** During Blu-ray Disc\* playback, this option is available. Select it to display the disc's pop-up menu, where you can gain quick access to scene selection and other features during playback.
- **Audio Language:** lets you select from available audio streams or dialogue languages. The number of audio streams depends on the disc title itself.
- **Primary Subtitles:** lets you select the default subtitles. Primary subtitles usually display at the bottom of the screen.
- **Secondary Subtitles:** lets you select additional subtitles that display along with the default (primary) subtitles. Secondary subtitles usually display at the top of the screen.
- **Closed Captions:** select to enable/disable closed captions, when available.
- **Menus/Titles:** lets you access the available disc menus and titles on the disc. The menus available depend on the design of the disc title.
- **Chapters:** select to view and jump to the available chapters on the disc.
- **Video Enhancements:** select to enhance the quality of the video. See [TrueTheater Enhancements](#) for more information.
- **Audio Enhancements:** select to enhance the quality of the audio. See [TrueTheater Enhancements](#) for more information.
- **Eject Disc:** select to eject the current movie disc if required.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the

original quality viewing during the playback of your media. See [TrueTheater Enhancements](#) for more information.

When watching 2:35:1 Blu-ray movies on an ultra wide 21:9 monitor, click the



button to crop out the black areas on all four sides of the video for a better

fit. Click  to restore the view and reset it to the default aspect ratio.

## Playing Videos

Select the **Videos** option in the media panel to enter the videos module and see a list of video folders and files in the media library. You can also see a list of **Recently Played** and **Recently Added** video files by highlighting **Videos** on the media panel.

Use the buttons on the left to sort the video folders in the media library as follows:

-  - sorts videos by **Recently Played** and **All Videos**.
-  - sorts videos by date taken.

**Note:** select the  button if you want to search for a specific video file in your media library.

Select a folder to view all the files within. Right-click on a video thumbnail to view the following options:

- **Rotate Left:** select to rotate the current video file 90 degrees in the counterclockwise direction.
- **Rotate Right:** select to rotate the current video file 90 degrees in the clockwise direction.
- **Delete from Disk:** select to delete the selected file from your computer's hard drive.
- **Locate on Disk:** select to view the folder where the file is located in Windows Explorer.

To start play back, navigate to the video file you want to watch and then select it. To play the video file in [VR mode](#), right-click on it and then select **Play To > VR Headset**.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Video File Playback Controls

When you are watching a video file, use the player controls to control playback. The controls include stopping and pausing playback, reversing/fast forwarding content, jumping to the previous/next video in the folder, or adjusting the volume. You can also step forward/backward through frames when playback is paused, or touch and drag the navigational slider to quickly find a scene.

Select the  button (or the menu button on your remote control) to access to the following features:

- **Play To:** select this option to play the current video on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.
- **Primary Subtitles:** lets you enable/disable subtitles from the available external subtitle files. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.

**Note:** select the **Settings** option to change the appearance and more of external subtitles. See the Subtitles Settings section in the PC mode help for more information.

- **Secondary Subtitles:** lets you enable secondary subtitles from the available external subtitle files, or turn them off. Secondary subtitles display along with the default (primary) subtitles. To enable, select a subtitle file in the list. To import an external subtitle file, select **Import**. See [Importing External Subtitle Files](#) for more details.
- **Rotate Right:** select to rotate the video you are watching 90 degrees in the clockwise direction.
- **Video Enhancements:** select to enhance the quality of the video. See [TrueTheater Enhancements](#) for more information.

- **Audio Enhancements:** select to enhance the quality of the audio. See [TrueTheater Enhancements](#) for more information.
- **Set 360 Projection Format:** if you are playing a 360° media file and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of your media. See [TrueTheater Enhancements](#) for more information.

When watching video files on an ultra wide 21:9 monitor, click the  button to crop out the black areas on all four sides of the video for a better fit. Crop to fill can also be used on standard 16:9 monitors to zoom in on the video. Click  to restore the view and reset it to the default aspect ratio.

## Viewing Photos

Select the **Photos** option in the media panel to enter the photos module and see a list of photo folders and files in the media library. You can also see a list of **Recently Viewed** and **Recently Added** photo files by highlighting **Photos** on the media panel.

Use the buttons on the left to sort the photo folders in the media library as follows:

-  - sorts photos by **Recently Viewed** and **All Photos**.
-  - sorts photos by date taken.
-  - sort photos by tagged faces.

**Note:** select the  button if you want to search for a specific photo in your media library.

Select a folder to view all the files within. Right-click on a photo file thumbnail (or the menu button on your remote control) to view the following options:

- **Play To:** select this option to view the current photo on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.
- **Set 360 Projection Format:** if it is a 360° photo and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **Rotate Left:** select to rotate the current photo file 90 degrees in the counterclockwise direction.
- **Rotate Right:** select to rotate the current photo file 90 degrees in the clockwise direction.
- **Delete from Disk:** select to delete the selected file from your computer's hard drive.
- **Locate on Disk:** select to view the folder where the file is located in Windows Explorer.

To view a photo, navigate to it and then select it. To view the photo in [VR mode](#), right-click on it and then select **Play To > VR Headset**.

Select the play button to start a slideshow with all the photos in the current folder.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Photo Playback Controls

When you are viewing photos, use the player controls to navigate through the photos in the current folder and select the play button to start slideshow playback. The controls also include stopping and pausing slideshow playback, jumping to the previous/next photo in the folder, or deleting a photo in the folder.

Select the  button to view the instant photo thumbnails for all the photos in the current folder. Once enabled, use your remote control, mouse's scroll wheel, or the arrow keys on the keyboard to browse through all the photos in a folder.

Select the  button to rotate the current photo file 90 degrees in the clockwise direction, or  to delete the selected photo from the media library and the computer's hard drive.

You can also right click on the playback window to access the follow options:

- **Play To:** select this option to play the current photo on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.
- **Rotate Right:** select to rotate the photo you are viewing 90 degrees in the clockwise direction.
- **Delete From Disk:** select to delete the current photo from the media library and the computer's hard drive.
- **Show Instant Thumbnails:** select to view the instant photo thumbnails for all the photos in the current folder.
- **Set 360 Projection Format:** if you are playing a 360° media file and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection](#).
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

## Playing Music

Select the **Music** option in the media panel to enter the music module and see the albums in the media library. You can also see a list of **Recently Played** and **Recently Added** music by highlighting **Music** on the media panel.

**Note:** you can also play a music disc in TV mode. Just insert the disc into your disc drive, and CyberLink PowerDVD will play it automatically. If a disc is already in the drive, select  and then an album track to play it back.

Use the buttons on the left to sort the music in the media library as follows:

-  - sorts music by albums.

-  - sorts music by artists.
-  - sorts music by song.
-  - select to view available playlists, which were created in PC mode.

**Note:** only the audio files in created playlists can be played in TV mode.

-  - select if you want to search for specific music in your media library.

Right-click on a music file/album (or the menu button on your remote control) and then select **Play To** to play the current music on another device or display. See [Playing Media on Another Display or Device \(Play to\)](#) for more information. Select the **Locate on Disk** option to view the folder where the file is located in Windows Explorer. Select **Delete from Disk** to remove it from your computer's hard drive.

To start playback, navigate to a song in an album and then select it. To play the music in [VR mode](#), right-click on a song and then select **Play To > VR Headset**.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Music Playback Controls

When you are playing music, use the player controls to control playback. The controls include stopping and pausing playback, jumping to the previous/next song in an album, or adjusting the volume.

Select the  button to play the music in a folder or on a disc in random order.

Select the  button during playback to repeat one  or all of the songs  in a folder/disc. When the button displays as , the repeat function is off.

When playing back music, click the  button to access the audio equalizer presets used to alter the audio.

You can also right click on the playback window to access the follow options:

- **Play To:** select this option to play the current music on another device. See [Playing Media on Another Display or Device \(Play to\)](#) for more information.
- **Delete From Disk:** select to delete the current music from the media library and the computer's hard drive.
- **Locate on Disk:** select to view the folder where the file is located in Windows Explorer.
- **Repeat:** select to choose the music repeat option.
- **Shuffle:** select to choose the music shuffle option.
- **Audio Equalizer:** select to choose a music preset.

## Playing Media on My Computer

Select the **My Computer** option in the media panel to view all of the folders on your computer's hard drive, and any connected USB devices, network drives, and installed cloud storage services. This option mirrors the view seen when you click on **Computer** in Windows Explorer, including the default Windows library shortcuts. This lets you access and play back any media that you did not import into the media library.

**Note:** CyberLink PowerDVD supports the Dropbox, Google Drive, and OneDrive cloud storage services. Make sure the cloud storage service's desktop app is installed, running, and enabled in UI preferences in PC mode.

To play media, just navigate to it and then select a file to begin playback. To play the media in [VR mode](#), right-click on it and then select **Play to > VR Headset**.

**Note:** depending on the type of media file you select to play (movies, videos, photos, music, etc), see the related sections in this help for more information

on the available controls and options. You can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Playing Media Shared From Other PCs

Select the **Shared Media (From Other PCs)** option in the media panel to play back the media files that were shared on computers on the same home network\* running PowerDVD or PowerPlayer.

**Note:** \* this feature is only available in some editions of CyberLink PowerDVD 20.

Select a device and then use the following buttons to view the shared media:

-  - view shared movies files, sorted by collection.
-  - view shared TV shows, sorted by collection.
-  - view shared video files, sorted by folder.
-  - view shared photos, sorted by folder.
-  - view shared music, sorted by album.

To start play back, navigate to the media file and then select it.

**Note:** depending on the type of media file you select to play (videos, photos, music, etc.), see the related sections in this help for more information on the available controls and options. You can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Playing Media Stored on CyberLink Cloud

Select the **CyberLink Cloud** option in the media panel to view and play all of the media you have uploaded to CyberLink Cloud\*.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

Use the following buttons to view the shared media:

-  - view shared movies files, sorted by collection.
-  - view shared TV shows, sorted by collection.
-  - view shared video files, sorted by folder.
-  - view shared photos, sorted by folder.
-  - view shared music, sorted by album.

To start play back, navigate to the media file and then select it.

**Note:** depending on the type of media file you select to play (videos, photos, music, etc.), see the related sections in this help for more information on the available controls and options. You can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Playing Videos on YouTube

Select the **YouTube** option in the media panel to watch YouTube videos, including 8K, 4K, HDR, 360, and Live videos, directly from within CyberLink PowerDVD. You can also see a list of **Recently Played** videos by highlighting **YouTube** on the media panel.

Use the buttons on the left to browse the videos on the YouTube by:

-  - popular or most viewed videos.
-  - 360 videos on YouTube.
-  - videos that are currently broadcasting live on YouTube.
-  - pinned YouTube videos. These videos can be played when you are not connected to the Internet.

**Note:** for the following browsing options, you must **Sign in** to YouTube to access.

-  - your YouTube playlists.
-  - your YouTube subscriptions.
-  - the videos you uploaded to YouTube.

**Note:** select the  button if you want to search for a video on YouTube.

Right-click on a YouTube video thumbnail, select **Pin** and then the video quality you want for the pinned video from the available list. These pinned videos can be played when you are not connected to the Internet.

To watch a YouTube video, navigate to it and then select it to begin playback. To play the YouTube video in [VR mode](#), enter VR mode first or select  once playback begins.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## YouTube Playback Controls

When you are watching a YouTube video, use the player controls to control playback. The controls include stopping and pausing playback, jumping to the previous/next video in the list, or adjusting the volume. You can also touch and drag the navigational slider to quickly find a scene.

Select the  button to access to the following features:

**Note:** when playing pinned YouTube videos, the playback controls are the same as the [Video File Playback Controls](#).

- **Video Quality:** select the quality of the YouTube video. The quality options that are available is dependent on those available from YouTube.
- **Set 360 Projection Format:** if you are playing a 360° video on YouTube and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of YouTube videos. See [TrueTheater Enhancements](#) for more information.

When watching YouTube videos on an ultra wide 21:9 monitor, click the  button to crop out the black areas on all four sides of the video for a better fit. Crop to fill can also be used on standard 16:9 monitors to zoom in on the video.

Click  to restore the view and reset it to the default aspect ratio.

Select  to pin a video that you want to watch later. These pinned videos can be played when you are not connected to the Internet.

## Playing Videos on Vimeo

Select the **Vimeo** option in the media panel to watch Vimeo videos, including 360 videos, directly from within CyberLink PowerDVD. You can also see a list of **Recently Played** videos by highlighting **Vimeo** on the media panel.

Use the buttons on the left to browse the videos on the Vimeo by:

-  - videos from Vimeo groups.
-  - 360 videos on Vimeo.

**Note:** for the following browsing options, you must **Sign in** to Vimeo to access.

-  - your Vimeo channels.
-  - the videos in your Vimeo watch later list.

**Note:** select the  button if you want to search for a video on Vimeo.

To watch a Vimeo video, navigate to it and then select it to begin playback. To play the Vimeo video in [VR mode](#), enter VR mode first or select  once playback begins.

**Note:** you can select the  button, or the Back button on your remote, to stop playback and return to the CyberLink PowerDVD main window.

## Vimeo Playback Controls

When you are watching a Vimeo video, use the player controls to control playback. The controls include stopping and pausing playback, jumping to the previous/next video in the list, or adjusting the volume. You can also touch and drag the navigational slider to quickly find a scene.

Select the  button to access to the following features:

- **Video Quality:** select the quality of the Vimeo video. The quality options that are available is dependent on those available from Vimeo.
- **Set 360 Projection Format:** if you are playing a 360° video on Vimeo and CyberLink PowerDVD did not detect it (and you are sure it has been produced for viewing), this option lets you manually set the 360 projection format. See [Setting 360 Projection Format](#) for more information.
- **More Settings:** lets you access and modify the [PowerDVD Settings](#) during playback.

Select the  button to enable TrueTheater enhancements. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of Vimeo videos. See [TrueTheater Enhancements](#) for more information.

When watching Vimeo videos on an ultra wide 21:9 monitor, click the  button to crop out the black areas on all four sides of the video for a better fit. Crop to fill can also be used on standard 16:9 monitors to zoom in on the video.

Click  to restore the view and reset it to the default aspect ratio.

## Chapter 4:

# Playback Features

In the TV mode of CyberLink PowerDVD, use these playback features to enhance your viewing experience.

## TrueTheater Enhancements

Select the  button to display the below TrueTheater options. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than the original quality viewing during the playback of your media.

- **Video Enhancements:** use this option to enable video enhancements and make the video look better, by selecting the amount of TrueTheater video enhancements applied. TrueTheater Video enhances video brightness, contrast, and also the color, making it more saturated and vivid. TrueTheater will also sharpen video to make it look clearer, and boost the video's dynamic range to HDR, if your system and display device support it. If you don't want to apply TrueTheater, select the **0% - Original** option.

**Note:** if the video resolution is greater than 720p, you'll need to select a video enhancement above 50% to see any results.

- **Audio Enhancements:** use this option to enable audio enhancements and make the audio sound better, by selecting the amount of TrueTheater audio enhancements applied. TrueTheater Audio amplifies the volume, boosting the bass and dialogue, to provide a more immersive media viewing experience. If you don't want to apply TrueTheater, select the **0% - Original** option.

## When is TrueTheater Not Available?

During playback, there are some circumstances where TrueTheater enhancements are not available:

**Note:** depending on your hardware setup, videos with a frame rate higher than 30 FPS might be reduced to 30 FPS when TrueTheater Enhancements are applied.

- TrueTheater video enhancements are not available during the playback of Ultra HD Blu-rays and MOV (alpha PNG) files.
- TrueTheater Lighting, Color, and HDR are not available when the video resolution exceeds 4096×2160\*.
- TrueTheater HD, Motion, and Noise Reduction are not available when the video resolution exceeds 1920×1080.
- TrueTheater HD, Motion, and Noise Reduction are not available when casting video with a resolution that exceeds 1920×1080.
- TrueTheater video enhancements are not available when playing video over a DLNA network with DTCP-IP.
- TrueTheater HDR cannot be applied to HDR video.
- TrueTheater HDR is only available in windowed\*\* mode if your graphics card and display device support it.
- TrueTheater HDR is not available for DVD movies, on 360° video, or when a video file's resolution is above 4096×2160.
- TrueTheater audio enhancements are not available when the selected HDMI audio output mode in [More Audio Settings](#) is either of the "non-decoded" passthrough to external device options.

**Note:** \* TrueTheater video enhancements are only available for 4K video under Windows 64-bit. \*\* computers with certain NVIDIA/Intel/AMD GPUs support the use of TrueTheater HDR in Windowed mode.

## 360° Media Playback

CyberLink PowerDVD supports the playback of 360°\*\* video files and photos that have been imported into the [PowerDVD Media Library](#). PowerDVD also supports the playback of 360° videos on YouTube and Vimeo, and 360° videos with Spatial Audio.

**Note:** 360° media is best viewed in [PowerDVD VR Mode \(Virtual Reality\)](#), if you have a supported VR headset.

Once imported, the 360° video files are automatically detected and indicated by a 360° logo in the top left of the thumbnail.

**Note:** if an imported 360° media file is not displaying correctly (no 360° logo), it usually means the file is not using the 360 equirectangular projection video format required for playback. See the documentation for your 360 camera manufacturer for information on producing the video file in this format. \* this feature is not available in some editions of CyberLink PowerDVD 20.

## Setting 360 Projection Format

If CyberLink PowerDVD did not detect your 360° media file and you are sure it has been produced for viewing, you can manually set the 360 projection format. You can also disable 360° mode for a file that was mistakenly detected as a 360° file.

To set the 360 projection format, do this:

1. Right-click on the media window and then select **360 Source Projection**.
2. Set the 360 projection format by selecting one of the following:
  - **Equirectangular:** equirectangular is the standard projection used in 360° video. Equirectangular projection displays the 360° video environment, which is a sphere, onto a rectangular video screen.
  - **Equi-angular Cubemap:** this projection format distributes pixels equally on a sphere, to ensure consistent quality in all viewing directions.
  - **Non 360°:** select this option if the selected media file is actually 2D content.

## Changing 360 View Mode

CyberLink PowerDVD has four different view modes when viewing 360° media files.

To change the 360 view mode, do this:

1. Right-click on the media window and then select **360 View Mode**.
2. Set the 360 view mode by selecting one of the following:
  - **Default Single View:** select this option to view the 360 environment from the center of a sphere. Click and drag your mouse or use the arrow keys on your keyboard to change your position in the ball to get a different perspective inside the 360 environment.
  - **Front-and-Rear:** select this option to view your 360 media file from the center of a sphere, with a small preview window that shows the view directly behind you. You can click on the small preview window to quickly jump to that view.
  - **Tri-View:** select this option to view your 360 media file from the center of a sphere, with two small preview windows that show the view to your left and right. You can click on the preview windows to quickly jump to that view.
  - **Panoramic View:** select this option to view the entire 360 media file at once within the preview window in a panoramic view.

## **Playing 360° Video Files**

After 360° video files are imported into the media library, they can be played back in 360° viewer mode. To play back a 360° video file in 360° viewer mode, do this:

1. Select the 360° video file in the media library.
2. Click the play button to start playing it back. CyberLink PowerDVD will automatically play it in 360° mode.
3. Use your mouse (by clicking and dragging on the preview window) or the arrow keys on your keyboard to explore the 360° environment. You can also click anywhere on the 360 navigator to quickly change the direction of view.

## **Viewing 360° Photos**

The procedure for viewing 360° photos imported into the media library is slightly different. To view a 360° photo in 360° viewer mode, do this:

1. Double-click on the 360° photo file in the media library. CyberLink PowerDVD will automatically view it in 360° mode.

2. Use your mouse (by clicking and dragging on the preview window) or the arrow keys on your keyboard to explore the 360° environment. You can also click anywhere on the 360 navigator to quickly change the direction of view.

**Note:** if you want to play several 360° photos in a folder or playlist in a slideshow, just click the play button to start a slideshow. The slideshow will play in 360° mode and auto pan in the photo for you.

## Playing 360° Vimeo/YouTube Videos

When playing 360° Vimeo and YouTube videos, including pinned 360° YouTube videos, they are played back in 360° viewer mode. To play back a 360° Vimeo/YouTube videos in 360° viewer mode, do this:

1. Search for and then select the 360° video on the **Vimeo** or **YouTube** tab in the **Online Video** section of the media panel.
2. Click the play button to start playing it back. CyberLink PowerDVD will automatically play it in 360° mode.
3. Use your mouse (by clicking and dragging on the preview window) or the arrow keys on your keyboard to explore the 360° environment. You can also click anywhere on the 360 navigator to quickly change the direction of view.

## 360 Navigator

When you are viewing 360° media files, the 360 navigator is available in the top left of the media window. As you pan around the 360° environment, the navigator indicates which direction you are currently facing.

You can quickly pan to a different direction by clicking on the 360 navigator.



## Features Not Available for 360° Content

Some CyberLink PowerDVD features are not available during 360° video playback, including rotate video, subtitles, and play to (casting media, steaming media, etc.). 360° photos cannot be rotated, shared, printed, or set as the PowerDVD background wallpaper.

## External and Embedded Subtitles

CyberLink PowerDVD supports the import of subtitles that are in an external file for the playback of Ultra HD Blu-rays, Blu-ray Discs, movie files, TV shows, and pinned YouTube videos. CyberLink PowerDVD can also display subtitles that are embedded in MKV video files.

**Note:** select  **Primary/Secondary Subtitles > Settings** to configure the subtitle settings. See "Subtitles and Closed Captions Settings" in the PC mode help file for detailed information.

## Importing External Subtitle Files

You can import subtitles that are in an external file for the playback of Ultra HD Blu-rays, Blu-ray Discs\*\*, movie files, TV shows, and pinned YouTube\*\* videos. CyberLink PowerDVD supports the following external subtitle file formats: ASS, PSB, SSA, SMI, SRT, SUB, VTT.

**Note:** \*\* you can import external subtitles in the ASS and SRT file formats only for Ultra HD Blu-ray and Blu-ray Disc playback.

To import an external subtitle file, do this:

**Note:** CyberLink PowerDVD will also automatically import any supported subtitle files it finds in the same directory as the TV show/movie file it is playing back. You can import up to 10 subtitle files, but can only display a maximum of two during playback.

1. During playback, click on the  button and then select **Primary Subtitles > Import**, or **Secondary Subtitles > Import**.
2. In the dialog that displays, browse to and then select the subtitle file you want to import.
3. Click the **Open** button to import the subtitle file.

**Note:** during playback use the Ctrl+[ and Ctrl+] hotkeys to advance/delay the subtitles 0.5 seconds if syncing is required.

## Display/Change Subtitles

To display or change the imported or embedded subtitles during playback, do this:

1. Click on the  button (or right-click on the media window to display the express menu).
2. Select **Primary Subtitles** or **Secondary Subtitles**, and then select the subtitle language in the list you want to use. If the subtitles you want to use are not available, you may need to import the subtitle file. See [Importing External Subtitle Files](#) for more information.
3. To stop displaying the subtitles, click on the  button (or right-click on the media window), select **Primary Subtitles > Off**, or **Secondary Subtitles > Off**.

## Chapter 5:

# PowerDVD Settings

This chapter outlines the settings available in the TV mode of CyberLink PowerDVD. Select the **Settings** option in the media panel to access.

**Note:** the available settings in the PC mode of CyberLink PowerDVD are more extensive, and configuring them will affect media playback in TV mode. It is recommended that you click the  button on the title bar to switch to PC mode if you don't find the settings you are looking for.

## General Settings

On the **General** settings tab you can configure the following settings:

### UI language

The UI language option allows you to set the language for CyberLink PowerDVD's user interface. In the drop-down, select the specific language that you want CyberLink PowerDVD to use. Select **System Default** if you want the language to be the same as your operating system's.

### Player options

- **Run PowerDVD automatically at Windows startup:** select this option to have CyberLink PowerDVD launch automatically when your computer starts.

### Auto-Resume setting

The **Auto-Resume setting** section lets you set the behavior of CyberLink PowerDVD when you play a DVD disc or video file (in the movie/TV show library) you viewed previously. Select from the available settings in the drop-down list. To prevent CyberLink PowerDVD from prompting, select one of the first two options.

## Media size in browse windows

From the drop down, you can set the size of the media thumbnails you see when browsing through the media in TV mode of CyberLink PowerDVD.

## Media library settings

Select the **Add folders to the media library** button to import more media into your media library, or remove a folder and its media. See [Importing Media into the Media Library](#) for more information.

## UI customization

Select the **Change Wallpaper** button to set the wallpaper used as the PowerDVD background. To change the PowerDVD UI background, just select one of the available wallpaper thumbnails.

Click the + button and then select **Select Files From Your Computer** to import an image from your computer to create custom PowerDVD wallpaper. Select the **Get More From MoovieLive** option to download the latest custom PowerDVD wallpaper from MoovieLive. Once downloaded, click on the .pbgz file to install it and make it available in PowerDVD.

You can have CyberLink PowerDVD auto change the wallpaper background daily by selecting the **Show different wallpaper everyday** option. When enabled, PowerDVD will cycle through all the available wallpaper. **Select the Apply blur effect on custom wallpaper to enhance UI readability** option if you are using your own image as a custom background. When selected, CyberLink PowerDVD will apply a blur on the image to improve its look within the program. Deselect this option to remove the the blur effect.

Once you are done selecting the wallpaper, click **OK**.

# Video Settings

On the **Video** settings tab you can configure the following settings:

## TrueTheater Enhancements

- **Video:** use this option to enable video enhancements and make the video look better, by selecting the amount of TrueTheater video enhancements applied. TrueTheater Video enhances video brightness, contrast, and also the color, making it more saturated and vivid. TrueTheater will also sharpen video to make it look clearer. If you don't want to apply TrueTheater, select the **0% - Original** option.

**Note:** if the video resolution is greater than 720p, you'll need to select a video enhancement above 50% to see any results.

- **Audio:** use this option to enable audio enhancements and make the audio sound better, by selecting the amount of TrueTheater audio enhancements applied. TrueTheater Audio amplifies the volume, boosting the bass and dialogue, to provide a more immersive media viewing experience. If you don't want to apply TrueTheater, select the **Original Audio** option.

## Hardware acceleration

- **Enable hardware acceleration decoding whenever possible:** select this option to use GPU acceleration to decode the video for smoother movie playback. When the option is selected, CyberLink PowerDVD will enable (if possible) hardware acceleration whenever playing Blu-ray/DVD/video files. Whether hardware acceleration can be enabled or not depends on your computer's GPU (ex. Intel, NVIDIA, AMD) capabilities. For more detailed information, check with your GPU manufacturer, or contact our customer support team.

**Note:** during video file and DVD playback, if TrueTheater video enhancements are enabled, then hardware acceleration will not be used even if this option is enabled.

## Aspect ratio

Use this option to control how 4:3 video is converted to 16:9 (and vice versa).

- **Keep video aspect ratio:** select this option to retain the original aspect ratio whenever you resize the video display.
- **Apply stretch:** select this option to stretch all parts of the video equally, resulting in noticeable distortion when the aspect ratio of the video display does not match the aspect ratio of the monitor.
- **Crop to fill:** when watching 2:35:1 Blu-ray movies on an ultra wide 21:9 monitor, use this option to crop out the black areas on all four sides of the video for a better fit. Crop to fill can also be used on standard 16:9 monitors to zoom in on the video.

# Audio Settings

On the **Audio** settings tab you can configure the following settings:

## Speaker environment

Depending on your sound card and/or number of speakers, select the speaker environment that matches how you are listening to content in CyberLink PowerDVD:

- **Headphone** is mainly for notebook users who listen to their audio output on headphones.
- **2 Speaker** is the selection for most users playing discs on their desktop/laptop who only have 2 speakers or a sound card that only outputs two channels.
- The **4 Speaker** selection is for computers equipped with sound cards that support 4-ch output.
- The **6 Speaker** selection (a.k.a. 5.1 channel) is for computers equipped with sound cards that support 6-ch output and is optimal for DVD Video titles that feature multichannels encoding such as Dolby Digital 5.1 or DTS 5.1.
- The **8 Speaker** (a.k.a. 7.1 channel) option is available for users who have multiple speakers and wish to output audio to each of them.

- The **Use S/PDIF** option is an advanced technological Digital InterFace, as opposed to transferring signals via conventional analog interfaces, designed by the Sony and Philips corporations. To enjoy true 6 speaker output quality, you must have an external Dolby Digital or DTS decoder along with a S/PDIF-compliant sound card to make this selection available.

**Note:** when the Use S/PDIF audio output is enabled and the output stream is not PCM, the volume control for CyberLink PowerDVD is disabled because your decoder assumes the task.

- The **HDMI** output selection is for users who have their audio connected with an HDMI (High-Definition Multimedia Interface) connector.

## Output mode

This option lets you select the special processing that is used on the audio signal. Experiment with the available settings to decide which you prefer.

**Note:** the selections that are available in the **Output mode** drop down menu are dependent on the selection made in Speaker Environment and the configuration of your computer.

## Headphone Output Options

The following output option is available when the speaker environment is headphone.

- The **TrueTheater Surround\*** option uses technology developed by CyberLink to improve the quality of audio output from a notebook over headphones.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

## 2 Speaker Output Options

The following output option is available when you select 2 speaker.

- **TrueTheater Surround\***: is a virtual surround technology developed by CyberLink.

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

### 4/6/8 Speaker Output Options

The following output option is available when you select 4, 6, or 8 speaker.

- **TrueTheater Surround\***: is an audio channel expansion technology developed by CyberLink that converts a stereo audio sound and outputs to multiple channels (converts a 2 channel source to 4, 6, 7, or 8 speakers or a 6 channel source to 7 or 8 speakers).

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

### Use S/PDIF Output Modes

The following output modes are available during the playback of Blu-ray Disc titles when Use S/PDIF is selected as the speaker environment. The mode that you should select depends on the external decoder (AV Receiver) connected to your computer.

- **Only primary audio:** this mode only outputs the audio from the primary video (e.g. no sound will be available for Picture-in-Picture, secondary video streams or director commentaries). The compressed audio format is passed-through to the external decoder unit (AV Receiver).

**Note:** if the primary audio format is another format besides Dolby Digital, DD+, DTS or DTS-HD, CyberLink PowerDVD will decode it and output both audio signals simultaneously.

### HDMI Output Modes

The following output modes are available when an external decoder (AV Receiver) is connected with an HDMI connector. The mode that you should select depends on the external decoder (AV Receiver) connected to your computer.

- **PCM decoded by PowerDVD:** this mode creates a digital representation of an analog signal. Select this option if your external decoder (AV receiver) does

not support Dolby Digital or DTS to produce a digital sounding output for your audio.

- **Non-decoded Dolby Digital/DTS audio to external device:** this mode passes compressed audio through to your external decoder (AV receiver). Select this option if your amplifier/receiver supports Dolby Digital or DTS to enable either during playback, when available.
- **Non-decoded high-definition audio to external device (HDMI 1.3 and above):** this mode passes lossless audio through to your external decoder (AV receiver). Select this option if your amplifier/receiver supports high definition audio to enable either during playback, when available.

## Dynamic range compression

This section only applies to disc titles with Dolby Digital technology.

- select the first option if you are watching in a noisy environment, or on a notebook or laptop. For this option, low range audio signals are amplified so that the audible volume will be increased.
- select the second option if you are watching in a normal listening environment. Audible effects that fall in the extreme ranges of Dolby Digital's audio spectrum are compressed.
- select the third option if you are watching in a quiet environment. All audible sound, from low frequency to high frequency audio effects, are highly distinctive and fall into the full dynamic range of Dolby Digital.

## Exclusive audio output (WASAPI Exclusive)

**Note:** this feature is only available when playing audio with the following codecs: ALAC, AAC, AMR-NB, Dolby Digital, Dolby Digital Plus, Dolby TrueHD, DTS, DTS-HD, FLAC, MP3, MPEG Audio, LPCM, WAV, WMA.

- select the available option if you want to utilize the Windows Audio Session API (WASAPI) to mute all other audio during playback and bypass the Windows mixer to avoid audio quality degradation by Windows sound mixing. If supported by your audio device (card/chip) and driver, the audio heard during playback will be bit perfect. Once selected, CyberLink PowerDVD

will exclusively play the intended audio and mute all other audio on your computer, including any secondary audio that may be available on a Blu-ray Disc.

# Blu-ray Disc Settings

On the **Blu-ray Disc\*** settings tab you can configure the following setting:

**Note:** \* this feature is not available in some editions of CyberLink PowerDVD 20.

## Blu-ray region code

Use this option to change the region code for Blu-ray Discs played in CyberLink PowerDVD.

**Note:** you may only change the region code of your disc drive a maximum of five times.

## Chapter 6:

# Playing Media on Another Display or Device (Play to)

Select the  button (or the menu button on your remote control) and then **Play To** to play media to Chromecast, Apple TV, Amazon Fire TV, or Roku streaming device connected to the same Wi-Fi network. See [Casting Media to a Streaming Device](#) for more information. You can also play media to a VR headset. See [PowerDVD VR Mode \(Virtual Reality\)](#) for more information.

**Note:** playing media to extended displays and digital media renderers is only available in PC mode.

To play media to a streaming device, do this:

1. Select a media file to start playback.
2. During playback, select the  button (or the menu button on your remote control) and then **Play To** to display a list of connected devices.
3. Select the device in the list you want to play the media to. CyberLink PowerDVD streams the media and starts playing back the media on the selected device.
4. Click  to return to the media library.

## Casting Media to a Streaming Device

In CyberLink PowerDVD, you can cast the following media to a streaming device connected to the same Wi-Fi network as the computer running your version of CyberLink PowerDVD:

**Note:** to ensure the best compatibility with all streaming devices, 5.1 channel audio or above is downmixed to 2 channel during media casting.

- Movie files, TV shows, and videos in the media library.
- Photos and music in the media library.
- Media accessed via the My Computer tab.
- Pinned YouTube videos via the Online Video tab.

**Note:** Blu-ray Discs, DVDs, movie folders, and ISO files cannot be casted to a streaming device.

These streaming devices are usually connected to a TV, and the media you cast to the device will play back on the connected TV. The supported streaming devices include:

- **Chromecast:** a line of digital media players developed by Google. For more detailed information about Chromecast and the types of players available, please visit this web site: [https://www.google.com/intl/en\\_us/chromecast/](https://www.google.com/intl/en_us/chromecast/)
- **Apple TV:** a digital media player developed and sold by Apple Inc. For more detailed information about Apple TV, please visit its web site: <https://www.apple.com/tv/>
- **Amazon Fire TV:** a digital media player developed by Amazon. For more detailed information about Amazon Fire TV and the types of players available, please visit this web site: <https://www.amazon.com/all-new-amazon-fire-tv-4k-uhd-streaming-media-player/dp/B01N32NCPM>
- **Roku:** a series of digital media player set-top boxes manufactured by Roku, Inc. For more detailed information Roku players, please visit the following web site: <https://www.roku.com/>

**Note:** before you can cast video to a Fire TV or Roku device, you'll need to install the PowerDVD Casting channel from the device's app store.

To cast media to one of these devices, you must first:

- connect the computer with CyberLink PowerDVD 20 installed to a wireless network.
- turn on the streaming device and connect it to the same wireless network.

Once you ensure these tasks are completed, the streaming device will be available in the Play To menu when you select the  button (or the menu button on your remote control). Just select the device to begin playback.

**Note:** volume control for casted media is controlled by the destination device/TV.

## Video Casting Details

When casting video to a streaming device, the following is some information you may find helpful.

## Supported Formats

The following file formats are supported for video casting:

3G2, 3GP, 3GP2, 3GPP, ASF, AVI, DAT, DVR-MS, FLV, M2P, M2T, M2TS\*\*, M4V, MKV\*\*, MOD, MOV, MP4\*\*, MP4V, MPE, MPEG, MPG, MPV, MTS, QT, TOD, TP, TPD, TRP, TS, TTS, VOB, VRO, WM, WMV, WTV

**Note:** \*\* H.265 video codec supported for MKV, MP4, M2TS video files.

## Video Playback Options

The following video playback options are available during video casting.

**Note:** you can also use some of the controls on the Apple TV/Roku remote to control playback.

## Playback Controls

During playback, the standard player controls are available (play, pause, stop, previous, next, and seek). Click the  button to change the audio language and enable subtitles. You can also select the quality of the streamed video by clicking on the quality menu to the right of the player controls. Right-click on the media window for more playback controls, including video shuffle and repeat.

**Note:** the following external subtitle file formats are supported with video casting: ASS, PSB, SSA, SMI, SRT, SUB. See [External and Embedded Subtitles](#) for more information on importing and enabling external subtitles. Embedded subtitles are not supported due to limitations of the streaming devices.

## TrueTheater Enhancements

Select the  button to apply TrueTheater video enhancements during playback. TrueTheater is video and audio enhancement technologies from CyberLink that provide better than original quality viewing during the playback of videos. See [TrueTheater Enhancements](#) for more details.

**Note:** TrueTheater Motion, TrueTheater Noise Reduction, and TrueTheater Stabilizer are not available on casted video. The TrueTheater display modes are not available in TV mode.

## Audio Casting Details

When casting audio to a streaming device, the following is some information you may find helpful.

## Supported Formats

The following file formats are supported for audio casting:

APE, FLAC, M4A (AAC, ALAC codec), MP3, OGG, WAV

## Audio Playback Options

During playback, the standard player controls are available (play, pause, stop, previous, next).

**Note:** you can also use some of the controls on the Apple TV/Roku remote to control playback.

You can also select  to play the music in a folder in random order, or during playback to repeat one  or all of the songs  in a folder. When the button displays as , the repeat function is off.

## Photo Casting Details

When casting photos to a streaming device, the following is some information you may find helpful.

## Supported Formats

The following file formats are supported for photo casting:

ARW, BMP, CR2, CRW, DCR, DNG, ERF, JPG, JPEG, KDC, MEF, MRW, NEF, ORF, PEF, PNG, RAF, RAW, RW2, SR2, SRF, TIF, TIFF, X3F

## Photo Playback Options

While casting photos, only the previous and next player controls are available.

**Note:** you can also use some of the controls on the Apple TV/Roku remote to control playback.

You can also select  to view instant photo thumbnails to help you browse through all the photos in the current folder.

Chapter 7:

# PowerDVD Hotkeys

This section lists all the hotkeys that are available in the TV mode of CyberLink PowerDVD.

Hotkey	Description
<b>Playback Controls</b>	
B or [	Reverse through media content. Press repeatedly to increase the reverse speed.
E or ,	Pause playback and step backward. Press repeatedly to step backward through video content. <b>Note:</b> this feature is not available for some video file formats.
P	Return to previous chapter or media file in a playlist/folder. Also return to previous song on a music disc.
S	Stop playback.
Space bar	Play/pause media playback.
N	Go to the next chapter or media file in a playlist/folder. Also go to next song on a music disc.
F or ]	Fast forward through media content. Press repeatedly to increase the fast forward speed.
T or .	Pause playback and go to the next frame of video. Press repeatedly to step forward through media one frame at a time.
}	Slow forward through media content. Press repeatedly to increase the slow forward speed.
Q	Mute on/off.
= or +	Increase audio volume.
-	Decrease audio volume.
Ctrl+[	Advance subtitles 0.5 seconds.
Ctrl+]	Delay subtitles 0.5 seconds.
Ctrl+R	Repeat one or all of the media files in a folder/playlist.

V	Turn music shuffle on/off.
Ctrl+,	Rotate photo/video 90 degrees in the counterclockwise direction.
Ctrl+.	Rotate photo/video 90 degrees in the clockwise direction.
<b>Menus</b>	
M	Provides access to DVD menu controls during DVD playback. During Blu-ray Disc* playback pressing this button will display the pop-up menu.
Ctrl+P	Displays the playback menu.
<b>Miscellaneous Hotkeys</b>	
F1 or ?	Open PowerDVD help.
F5	Maximize the CyberLink PowerDVD program.
F9, F10, F11, F12	Red, green, yellow, blue buttons on a remote control.
Left arrow key	Navigate left in UI/menus. During video file and YouTube/Vimeo playback, jump backward 8s.
Right arrow key	Navigate right in UI/menus. During video file and YouTube/Vimeo playback, skip forward 30s.
Up arrow key	Navigate up in UI/menus.
Down arrow key	Navigate down in UI/menus.
Enter	Accepts the selected option when using the arrow keys to navigate menus.
Ctrl+C	Take a photo snapshot**.
Ctrl+D	Enable/disable secondary audio for Blu-ray Disc movies.
Ctrl+E	Eject the disc in the selected disc drive.
Ctrl+G	Enable/disable PG textST. When enabled, a BD-ROM player will present either a text subtitle stream or a presentation graphics subtitle stream, when available for a disc title.
Ctrl+K	Enable/disable Closed Captions.

Ctrl+N	Minimize the CyberLink PowerDVD program.
Ctrl+U	Enable/disable secondary subtitles.
Ctrl+V	Enable/disable secondary video.
Ctrl+W	When the video playback is paused, but the interactive menu is active, this will resume the video.
Ctrl+Y	Change secondary subtitles position (Read-it-Clearly).
Esc	Close active dialog or exit full screen mode.
Ctrl+Up arrow key	Increase screen brightness*** by 5 to 10%.
Ctrl+Down arrow key	Decrease screen brightness*** by 5 to 10%.
A	Go to next available angle.
C	Take a photo snapshot**.
G	Go to bookmark.
H	Switch among available audio channels.
J	Go to the DVD root menu.
K	Switch among karaoke modes.
L	Access a menu that lets you quickly jump to one of the available disc menus.
W	Enable Say-it-Again.
X	Open A-B Repeat dialog window.
Z	Toggle playback to/from full screen mode.

**Note:** \*\* this feature is not available during the playback of Blu-ray Disc titles. It is also not available on videos that have a resolution greater than 3300x1900, or when the output display is greater than 3300x1900. \*\*\* increase/decrease brightness amount is dependent on display device's capability. Some display devices do not support the brightness adjustment by CyberLink PowerDVD.

## Chapter 8:

# Licensing and Copyright Information

This section contains the PowerDVD licensing and copyright information. There is also a list of the third-party components used in PowerDVD.

## Dolby Laboratories

Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories. Confidential unpublished works. Copyright 1995-2015 Dolby Laboratories. All rights reserved.

## DTS

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## DTS-HD

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## Apple Lossless Audio Codec

CyberLink PowerDVD uses Apple Lossless Audio Codec. It's licensed under Apache license. Related files are located in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\ALAC.

## Java

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.



## BSD License

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## **Cinavia**

### **Cinavia Notice**

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## **Python 27**

CyberLink PowerDVD uses Python, related license files are available in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\python27/\*.txt and in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\python27\from\_pydocs/\*.html.

## **Pthreads-win32**

Cyberlink H.264 video decoder is a software work uses open-source PThread library (namely PThreadVC2.dll) which is under LGPL (GNU Lesser General Public License).

0. Pthreads-win32 license file only deals with license of PThread library, not including the license of other parts of Cyberlink H.264 video decoder. The Pthreads-win32 license file could be found in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\pthreadswin32\copying.html.
1. The PThread library is available at <https://sources.redhat.com/pthreads-win32/>.

2. One copy of LGPL is provided in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\licenses\lgpl-2.1.txt. It is also available at <https://www.gnu.org/copyleft/lesser.html>.

## Intel OpenCV

CyberLink PowerDVD uses Intel Open Source Computer Vision Library. The License Agreement For Open Source Computer Vision Library is in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\opencv\license.txt.

## simplejson

CyberLink PowerDVD uses simplejson. It's licensed under MIT License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\simplejson\license.txt.

## CSystemTray

CyberLink PowerDVD uses "CSystemTray" in code project. It's licensed under CPOL license. Related files are located in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\systemtray and C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\licenses\CPOL.html.

## boost C++ Libraries

CyberLink PowerDVD uses boost C++ Libraries. It's licensed under boost license.

Related file is located in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\licenses\boost\_license\_1\_0.txt.

## **oauth2**

CyberLink PowerDVD uses oauth2. It's licensed under MIT License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\oauth2\LICENSE.txt.

## **httplib2**

CyberLink PowerDVD uses httplib2. It's licensed under MIT License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\httplib2\license.txt.

## **beautifulsoup**

CyberLink PowerDVD uses beautifulsoup. It's licensed under Creative Commons License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\beautifulsoup\license.txt.

## **socksipy**

CyberLink PowerDVD uses socksipy. It's licensed under BSD style License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\socksipy\license.txt.

## **Monkey's Audio**

CyberLink PowerDVD uses "Monkey's Audio" as source filter in code project. The Monkey's Audio license file could be found in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\Monkey's Audio\license.html.

## **SQLite3**

CyberLink PowerDVD uses "SQLite3" as database engine in code project. The SQLite3 license file could be found in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\licenses\sqlite3\_copyright-release.html.

## **rapidjson**

CyberLink PowerDVD uses rapidjson. It's licensed under MIT License which is attached in C:\Program Files\CyberLink\PowerDVD20\Custom\Setting\FreeLicenses\licenses\license\_rapidjson.txt.

## Chapter 9:

# Technical Support

If you require technical support, then this chapter can help. It includes all the information you need to find the answers you are looking for. You may also find answers quickly by contacting your local distributor/dealer.

## Before Contacting Technical Support

Before contacting CyberLink technical support, please take advantage of one or more of the following free support options:

- consult the user's guide or the online help installed with your program.
- refer to the CyberLink Support Center at the following link:  
<https://www.cyberlink.com/support/search-product-result.do>
- check the [Help Resources](#) page in this document.

When contacting technical support by e-mail or phone, please have the following information ready:

- registered **product key** (your product key can be found on the software disc envelope, the box cover, or in the e-mail received after you purchased CyberLink products on the CyberLink store).
- the product name, version, edition, 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.
- list of hardware devices on your system (capture card, sound card, VGA card) and their specifications. For fastest results, please generate and attach your system info using the DxDiag.txt.

**Note:** here are the steps to generate the system info DxDiag.txt file: Click Windows (start) button, and then search for "dxdiag". Click **Save All Information** button to save the DxDiag.txt file.

- 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 site:

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

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

Language	Web Support URL
English	<a href="https://www.cyberlink.com/cs-help">https://www.cyberlink.com/cs-help</a>
Traditional Chinese	<a href="https://tw.cyberlink.com/cs-help">https://tw.cyberlink.com/cs-help</a>
Japanese	<a href="https://jp.cyberlink.com/cs-help">https://jp.cyberlink.com/cs-help</a>
Spanish	<a href="https://es.cyberlink.com/cs-help">https://es.cyberlink.com/cs-help</a>
Korean	<a href="https://kr.cyberlink.com/cs-help">https://kr.cyberlink.com/cs-help</a>
Simplified Chinese	<a href="https://cn.cyberlink.com/cs-help">https://cn.cyberlink.com/cs-help</a>
German	<a href="https://de.cyberlink.com/cs-help">https://de.cyberlink.com/cs-help</a>
French	<a href="https://fr.cyberlink.com/cs-help">https://fr.cyberlink.com/cs-help</a>
Italian	<a href="https://it.cyberlink.com/cs-help">https://it.cyberlink.com/cs-help</a>

## Help Resources

The following is a list of help resources that may assist you when using any of CyberLink's products.

- Access CyberLink's **Support Center** and **FAQ** (frequently asked questions): <https://www.cyberlink.com/cs-resource>

- View **video tutorials** for your software:  
<https://directorzone.cyberlink.com/tutorial/>
- Ask questions and get answers from our users on the **CyberLink Community Forum**: <https://forum.cyberlink.com/forum/forums/list/ENU.page>

**Note:** CyberLink's user community forum is only available in English and German.



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