



T2

INTELLIGENT DIGITAL DISK RECORDER

Release Notes

Software Version 1.3 (December 2010)

Grass Valley Product Support

For technical assistance, to check on the status of a question, or to report a new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax.

Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

World Wide Web: <http://www.grassvalley.com/support/>

Global Technical Support e-mail address: vgtechsupport@grassvalley.com

EMEA Technical Support e-mail address: desktop.support.de@grassvalley.com

UK Technical Support e-mail address: desktop.support.emea@grassvalley.com

Phone Support

Use the following information to contact product support by phone during business hours. After hours phone support is available for warranty and contract customers.

United States	(800) 547-8949 (Toll Free)
Latin America	(800) 547-8949 (Toll Free)
Europe, Africa & Middle East	+49 2602 1069 100
UK	+44 (0) 1189 230 ext 416 or 427
Canada	(800) 547-8949 (Toll Free)
China	+86 106615 9450
Hong Kong	+852 2531 3058
Singapore	+656379 1390
Australia	+61 1300 721 495

Authorized Support Representative

To locate the support representative for your country, visit the Product Support Web page on the Grass Valley Web site: www.grassvalley.com/support.

Operational Considerations

Use the following information in your operational planning for the T2 iDDR.

Using a VGA monitor

A VGA monitor can be connected to the T2 for workstation mode use. Do not connect or disconnect the monitor while the T2 is turned on, or the T2 might restart unexpectedly.

Using USB devices

The USB connectors can be used to connect a USB drive, mouse, keyboard, or other USB device. Do not plug or unplug these devices while the T2 is being used for recording or playout.

Using the IEEE1394 FireWire port

The IEEE1394 FireWire port can ONLY be used to connect storage devices. DV or HDV equipment CANNOT be connected to this port. If these are connected, the Windows Hardware wizard will start. Cancel the wizard and disconnect the equipment immediately.

Connecting a storage device for export

The T2 cannot export clips to any storage device which is formatted with a FAT32 file system if the clip file size is over 4GB (a warning message will appear on the T2). To overcome this, use NTFS-formatted storage devices. The T2 does not support other file systems (e.g. HPFS, Linux).

Anti-virus software

You cannot install anti-virus software on the T2. It is good practice to not connect it to the internet and to make sure that any DVD media, USB or FireWire device connected to the T2 has been virus-scanned prior to connecting it.

Importing/Exporting data during recording or playback

Importing or exporting data via USB, IEEE1394 (FireWire) or FTP while using all 3 channels simultaneously in Full HD may affect Recording and Playback. We strongly recommend not using the transfer function while all 3 channels are in use.

New Features of SP3

This Service Pack enables the following features:

- Conversion of stored files to XDCAM MXF format.
- Background job control (import/export) for more stable recording and playback
- Keyboard shortcut to switch remote on/off for P1/P2
- YUV or RGB-based uncompressed AVI is converted to HQ AVI during import process.
- Clip mount information is retained when switching between Front Panel and Workstation modes
- Switching speed between Front Panel and Workstation modes is improved.
- Automatically switching to P1/P2 screen when a clip is loaded to P1/P2 on the Bin or Browse screen in Front Panel mode.

Update History

The following issues are fixed or improved in this version.

RS-422 control cannot stop playback

Description If a clip is played in synchronized mode, playback could not be stopped using RS-422 control.

Cannot capture ancillary data

Description T2 could not capture ancillary data.

Export is not finished until recording stops

Description If a clip was being exported while recording, the export process did not finish until recording had stopped.

Cannot proceed Size command in FTP transfer

Description FTP was unexpectedly disconnected if Size command was sent from a client.

Cannot shut down T2 when using AMP control

Description If an AMP client was connected, T2 would not shut down.

Cannot operate wheel in Workstation mode

Description Jog/Shuttle wheel could not be operated in Workstation mode.

Cannot use FTP download if target file has unsupported characters

Description If target file has any unsupported characters in its file name, it could not be downloaded to the T2 using FTP.

Focus frame still remains on unselected clips in the Bin

Description In Front Panel mode, if content was selected using a keyboard, focus frame still remained on unselected clips in the Bin.

Cannot add a long duration clip to a playlist

Description In Front panel mode, T2 freezes if a long duration clip was added to playlist.

Cannot keep sorted list in Browse screen

Description If clips are sorted in the Browse screen, it would reset on quitting.

Known Issues

T2 freezes if synchronized playback and FTP transfer are performed at the same time

Description T2 freezes if synchronized playback of long duration XDCAM DV clips and FTP transfer are carried out at the same time.

Workaround Pause FTP transfer during playback.

“Out of Memory” error occurs when loading background job at the same time as playing back

Description “Out of Memory” error occurs if following are launched at the same time:

- Synchronized playback of P1/P2 clips
- FTP download of multiple files (approx. 100 files)
- Transcoding multiple files (approx. 100 files)

Workaround Pause FTP transfer and do not attempt transcoding while playing back.

T2 unexpectedly quits if multiple files are exported to MXF

Description T2 unexpectedly quits if multiple long duration clips (30min or longer per clip) are exported to MXF.

Workaround None

Audio is cut off when switching to next clip in playlist

Description Audio is cut off when switching to next clip in the playlist.

Workaround None

An error occurs when recorded clip is exported to USB storage

Description An error occurs when a clip which is recorded via DVI is exported to USB storage.

Workaround None

Cannot load 23.98p clip if 23.98PsF reference is input

Description A 23.98p clip cannot be loaded if a 23.98PsF reference signal is present. TheT2 cannot then be operated until the reference cable is disconnected.

Workaround Use correct reference signal.

MXF export is proceeded even if destination has no free space

Description MXF export continues even after destination drive has no free space. Export status is reported as "100%" but the saved MXF file is incomplete.

Workaround Confirm that destination has enough space prior to exporting.