
Turbo™ iDDR Version 2.1.0 Release Notes and Installation Instructions

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Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report 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.thomsongrassvalley.com/support/>

Technical Support E-mail Address: gvtechsupport@thomson.net.

Phone Support

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

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 1300 721 495	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

Operational considerations

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

Playing a clip that is still recording

There is a 5 second minimum record to play time when playing a clip that is still recording. For most operations this is enforced by the Player application. However, do not fast forward to the end of a clip that is still recording. This operation can violate the minimum record to play time.

To play a clip that is still recording, start record, then wait at least 5 seconds before starting playback.

Composite analog video input performance

The iDDR can record signals from most non-timebase corrected signal sources such as color under video playback devices, i.e. VHS or U-Matic VTRs, and low cost cameras. However, for reliable recording performance some devices may require external signal conditioning products, i.e. timebase correction.

Remote control protocol support

You can use remote control devices and automation software developed for the Turbo iDDR that use industry-standard serial protocols. For each supported protocol, the iDDR provides a protocol-specific application. Be sure to contact your 3rd party automation system or software provider to ensure that the iDDR is supported. Contact your Thomson Grass Valley sales representative for a list of companies that provide certified applications for the Turbo iDDR.

Recording using BVW protocol

To record using BVW protocol, you must manually load a new clip in BVW Recorder before the record channel can respond to the start record command. The BVW Recorder must be in "Local and Protocol control mode" to allow you to create the new clip locally. If the recording is stopped, you must eject the current clip, and then create a new clip since BVW Recorder does not support append record. Refer to the *iDDR User Manual* for detailed operating instructions.

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 iDDR is being used for critical playout activity.

Do not transfer while recording or playing

Transfer only while record or play operation are not underway. The system resources required for the transfer could disrupt recording or playout.

Playing lists containing GPI output triggers

You can assign GPI output triggers to events and sections in a playlist. The GPI outputs can be used to trigger external equipment when the list plays. Before you can use GPI output triggers in a list, you must assign GPI outputs to the play channel using Configuration Manager. If you want to play a list that was created on another play channel, you must ensure that GPI triggers assigned to the play channels use the same names, otherwise the GPI triggers will not occur.

Virus software support

Thomson Grass Valley does not recommend installing third party software on your iDDR. However, if you must install virus scanning software, configure it for manual virus scan only. Automatic virus scanning could disrupt iDDR operation and should not be used.

Continuous record program length

A continuous recording is stored in the iDDR as a program. When the program is stored, its duration will be 3-6 minutes longer than the continuous record length specified. Take this into consideration when operating the iDDR with the media disks nearly full.

Selecting grayed-out clips

In the AppCenter workstation clips pane, clips are disabled (grayed-out) if the clips are not currently available for use, as in the following examples:

- Clips with a different video standard (NTSC/PAL) than the current system setting are disabled. To use these clips, change the video standard setting.
- If the Recorder application—which records standard definition (SD) only—is currently selected, all high definition (HD) clips are disabled. To select HD clips, first select a Player or Playlist application.

Installing software version 2.1.0

Turbo iDDR system software version 2.1.0 was installed on your new iDDR at the factory. In normal operation, you do not need to reinstall system software.

On the Turbo iDDR system, there is no process for installing or updating only the iDDR system software. You must use the system installer process, which at a minimum replaces the entire system drive, including the Windows operating system. This keeps the iDDR system free from foreign software or files that could compromise performance.

NOTE: *The system installer process overwrites all files on the system (C:) drive.*

Perform the following installation procedure if:

- You are updating the iDDR system software.
- You are instructed by Grass Valley product support to re-install system software.

To install system software:

1. Insert the system installer CD in the iDDR CD drive.
2. Restart the iDDR.
3. During the black screen boot up process, when prompted to start the system installer CD, press the space bar before the five second countdown expires.
As guided by on-screen messages, wait for the system installer application to open.
4. In the system installer application, select one of the following options:
 - **System Update/Repair** — This overwrites the C: drive, which gives you a fresh Windows operating system along with the iDDR software. When the Update/Repair process finishes, you must reconfigure any Windows settings, such as networking. Media clips and iDDR configuration files are saved.
 - **Reset to Factory Condition** — This overwrites all data and media files on the iDDR, which includes the C:, D:, and V: drives.
5. A warning message appears that further explains the action for the selected option. Click **Yes** to continue.
6. One or more message boxes appear that report progress. If you selected the Reset option, the system automatically restarts. When the **Success** message box appears, click **OK** to restart the iDDR.
7. During startup processes, when prompted to start the system installer CD, allow the five second countdown to expire. The iDDR starts up in normal operating mode.
8. Remove the system installer CD from the iDDR CD drive.
9. If necessary, reconfigure Windows settings.

Known issues

The following limitations are present in this Turbo iDDR Software 2.1.0 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation. These known issues will be resolved the future.

Audio

AC-3 audio sliders are not disabled

- Description For AC-3 audio, the audio gain sliders can be moved. These sliders should be disabled, since the iDDR does not support AC-3 audio gain adjustments. (CR53627)
- Workaround Do not use the audio gain sliders for AC-3 audio.

AC-3 audio causes noisy outputs

- Description When playing back a clip with AC-3 audio, the analog audio outputs are noisy. (CR53617)
- Workaround This is as designed, as the iDDR does not decode AC-3 audio. Use external equipment to decode AC-3 audio.

Recorder

Preview does not load into P2

- Description The Preview feature does not load the clip being recorded into P2 when P1 is not available. (CR53087)
- Workaround Make sure P1 is available when using the Preview feature.

Playlist

Video glitches in playlists created with AMP applications

- Description In 1080i output timing, if a playlist was created in a third-party application that controls the iDDR through AMP, there can be video glitches at transitions between clips in the playlist. (CR55210)
- Workaround Make your playlist in the native Turbo iDDR playlist application, then control that playlist with the third-party AMP application.

Front panel

Transport controls do not work

- Description When in playlist mode, navigation functionality using the transport control combinations (Play+FF, Play+Rew, etc) does not work.
- Workaround Navigate using single transport controls.

Audio level change is not saved

- Description In front panel, when adjusting the audio level of a clip in Player that is still recording, the level change is undone when you select **Save**. This is because the Recorder application still has control of the clip. (CR55720)
- Workaround When adjusting the audio level of clips in Player, do so only on clips that are no longer loaded in Recorder.

AppCenter workstation**Edit menu selections do not work**

- Description On the Edit menu, the Cut, Copy, and Paste selections are not implemented. (CR55941)
- Workaround Use keyboard shortcuts or the right-click pop-up menu for editing operations.

Interface response can become faulty

- Description After extended right-click “Send To | Bin” activities in the clips pane, the AppCenter interface can exhibit unpredictable behavior. This is a rare occurrence. Symptoms include the inability to change the currently selected channel by clicking in the channel or clips pane, and no response from keyboard shortcuts. (CR55778)
- Workaround Restart the iDDR to restore normal interface response.

Remote control**Switching between control modes cause problems**

- Description When a channel is in a protocol mode, such as Remote AMP or Remote BVW, switching between front panel and AppCenter workstation control mode causes the user interface to become inoperable. (CR55655, CR55298, CR55296, CR55207)
- Workaround If operating in a remote control protocol mode, do not switch between front panel and AppCenter workstation control mode. First exit the remote control protocol mode by returning to Recorder or Player, then switch between front panel and AppCenter workstation control mode.

Local/remote protocol setting changes with restart

- Description On a remote protocol Player application, if the option is set to Local & Protocol control, upon restart the setting reverts to Protocol control only. (CR53289)
- Workaround This is as designed. After restart, reset to Local & Protocol control.

Transfer/Import/Export

Exported material can have lip-sync problems

- Description This problem can occur for subclips or trimmed clips exported to AVI, MPEG, or WMV. It does not occur for material exported to GXF. Depending on the mark-in and mark-out positions of the material, the problem may or may not occur. (CR48510)
- Workaround Avoid exporting material to AVI, MPEG, or WMV that is the result of a trim or subclip operation. If you do export material of this nature, check the video/audio sync and adjust in an external editing package if necessary.

Transfer failure not reported on front panel

- Description If you attempt to transfer a loop record clip while still recording (which is not a supported procedure) on the front panel there is no indication that the transfer has failed. (CR54698)
- Workaround No workaround.

Cannot import .vob files

- Description Cannot import .vob files that are of the progressive type. (CR48948)
- Workaround Import only .vob files that are of the interlaced type.

On exporting an AVI to a full disk, Transfer Monitor hangs

- Description When transferring an AVI file to an external disk with the size of the file being larger than the capacity of the disk, the Transfer Monitor progress bar eventually reports 100% and then becomes inoperable. A partially transferred AVI file is created on the destination disk. (CR53019)
- Workaround Abort transfer manually.

System

Faulty hardware connected causes blue screen

- Description If faulty or incompatible hardware is connected or a device driver is faulty, such as a USB-mass storage device driver problem, a system blue screen can occur. (CR52878)
- Workaround None

Documentation

Quick Start Guide table incorrect

Description In the Quick Start Guide, the “Video output formats and connectors” table has incorrect video output types in the Analog Component column for XGA and 1080i. (CR55430)

Workaround Use the following corrected table.

Play Channel Setting			Video Output Types Available			
Video Type Setting	Resulting Resolution	Aspect Ratio Available ^a	S-Video Composite	SDI	DVI -I	
					Digital	Analog Component ^b (Selectable)
NTSC	720 x 480 I	4:3 or 16:9	✓	✓		DVD Player: Y, Pb, Pr
PAL	720 x 576 I		✓	✓		
XGA	1024 x 768 P	4:3 or 16:9 ^a			✓	Computer Monitor (RGBHV)
WXGA	1365 x 768 P	16:9			✓	Computer Monitor (RGBHV)
1080i	1920 x 1080i	16:9	monitor ^c	monitor	✓	SMPTE 274M (RGB) SMPTE 274M (YUV)

^a. Aspect ratio conversion mode is user selectable— bars, crop, or bars & crop.

^b. Sync on Y or G when 3-wire formats are used.

^c. The monitor output is down-converted and not timed to the reference input. It is provided for monitoring purposes only.

Extended transport functionality incomplete

Description Not all keyboard shortcuts work as documented. (CR53915)

Description Use basic transport controls.

