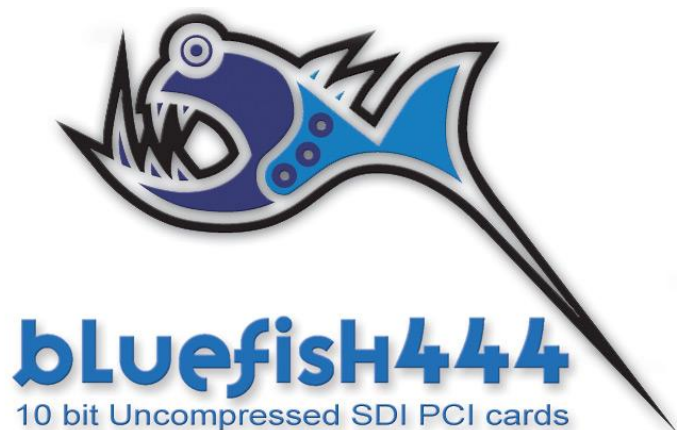


## Bluefish444 Release Notes



### **Bluefish444 Installer 5.4.14**

November 12, 2007

Supporting;

#### **PCI 32 33/66**

SD|Greed.  
SD|Single Link Pro  
SD|Dual Link Pro  
SD|Ingest Pro  
SD|Lite Pro

#### **PCI Exp 1 lane**

SD|Fidelity  
SD|Focus  
SD|Prime

#### **PCI 64/66**

2K|Lust  
HD|Fury  
HD|Vengeance  
HD|Iridium XP

SD|Envy\*  
SD|Pride\*  
Wildblue|AV\*

## Introduction

Welcome to the retail installer release from Bluefish444, version 5.4.13 This installer supports the SDK and driver version 5.4.26.0 Supports the Bluefish444 HD and SD product range.

## Driver Platform support

Windows XP 32, Server 2003

## Symmetry 3.5.5

Symmetry is Bluefish444's proprietary integrated DI acquisition, review and play out software for Windows and is included with all Bluefish444 video I/O cards. Symmetry was designed as a Digital Intermediary capture and playback solution for digital content creators, composers and editors for film and broadcast that desire to work with industry file formats supporting 10/8 bit RGB or 10/8 bit YUV workflow color spaces. Symmetry's flexibility and simple to use interface means that it easily integrates into any video or film post production environment, and is the perfect companion tool for solutions that do not support sufficient I/O. Bluefish444 continually updates Symmetry's feature set allowing customers to constantly upgrade to new features – at no charge. Symmetry is a FREE integrated software solution for the Bluefish444 I/O video card product range.

- Digitize and export 10 bit RGB DPX/Cineon and TARGA sequential files.
- Encode to MPEG 2 real time to HD 1920 x 1080 with the RAGE N|Code hardware option with the HD|Fury and HD|Lust. Digitize and export 10 bit QuickTime and 8 bit AVI uncompressed files.
- Connect to dual link and single link VTR 4:4:4/4:2:2 sources.
- Use it as a mini editor for assembling clips and sequences for YUV or RGB workflows or as a preview station.
- Supported and certified by AVID Nitris, Chrome Matrix, Assimilate Scratch, Iridias and Nucoda.
- An effective I/O digitizing station and preview tool for a range of compositing effects and CGI applications such as Eyeon Fusion, D2 Software NUKE, Adobe After Effects, Bauhaus Mirage, Autodesk MAYA and 3D Studio MAX, LightWave, Softimage and many more.

### New Features

- Command line support.
- EDL import processing and clip name support.
- Pre roll offset.
- LTC support for the HD LUST.
- MPEG 2 NTSC 720 x 480 support.
- Ignore Tape reel name support.

## Adobe Creative Suite 3

Bluefish444 continues to support Adobe solutions with direct support for Adobe Premiere Pro CS3, Adobe After Effects CS3, Sound Booth CS3 and Adobe Photoshop CS3.

### Adobe Premiere CS3

Bluefish444 continues to support the Adobe product range, adding support for Premiere Pro CS3 with real-time playback preview of effects and supported 3<sup>rd</sup> party file formats with adjustable quality supported in Premiere Pro CS3. Effects and transitions are rendered only on export so as to maintain the true 10 bit YUV uncompressed quality to your workflow. The range off effects previewed in real time is system dependant.

Bluefish444 has also added the ability to playback any supported file format, either uncompressed or compressed (dependant on system performance) that can be imported by Premiere Pro CS3 such as AVI, TGA, Jpeg, Tiff and QuickTime etc. Once again rendering the timeline during editing and playback is no longer required, only for intensive effects and during exporting to tape.

Playback performance is scalable, so as Premiere Pro CS3 and system performance increases, so does the ability to add more streams of video, audio, stills, effects and transitions.

Bluefish444 has also added an offline capture module providing the ability to digitize to DV-AVI compressed file format via SD SDI or SD analog sources. At approximately 1/10<sup>th</sup> the file size of uncompressed SD 10 bit YUV v210 QuickTime files, makes it a perfect solution for SD or HD offline editing in conjunction with the project trimmer feature. Not only is the quality incredible but it is also compatible with Premiere Pro DV editing mode.

Note; Bluefish444 Premiere Pro CS3 plugin"s are not compatible with earlier versions of Adobe Premiere Pro.

Adobe Premiere Pro CS3 also supports serial VTR deck control. Serial VTR control is supported via the COM port not the Bluefish444 VTR ports. You can use the same VTR cable supported by Symmetry shipped with the Bluefish444 hardware

### Sound booth CS3

With support for ASIO audio interface now supported by Audition 2.0, Adobe and Bluefish444 customers have the ability to monitor audio output on the same system with up to 8 channels of audio, perfect for 5.1 and 7.1 surround sound audio editing. Import support will be available soon.

### After Effects CS3

Bluefish444 continues to support Adobe After Effects in this latest release version 7.0. SD and HD SDI and analog real time monitoring in both 8 and 16 bit project modes, real-time playback is also supported via RAM player.

Direct support for QuickTime Movie export via the Bluefish444 QuickTime codec is now supported bypassing the need to use the BF exporter.

### Photoshop CS3

Bluefish444 supports the export preview feature for HD and SD output, export plug-ins can be assigned to keyboard shortcuts via actions.

## Installer Contents & Versions

### 5.4.14

#### Included Software

- Driver SDK Version, 5.4.26.0
- Symmetry 3.5.5
- Bluefish444 Feature Application.
- Adobe Creative Suite CS3
  - Adobe Premiere Pro CS3
  - Adobe After Effects CS3
  - Sound Booth CS3
  - Adobe Photoshop CS3.
- Adobe Production Studio Plug-ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- Autodesk 3D Studio Max 8/9 Plug-ins
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

For other 3rd Party support, please contact your software vendor for driver version compatibility and support for this installer.

<http://www.bluefish444.com/support/compatibility/software/>

#### New Features, Updates and Fixes.

##### Adobe CS3 Production Studio

Added fix for QuickTime Importing where non BF QuickTime files will not import into Adobe Premier Pro CS3 and After Effects CS3 generating an error.

## Installer History

### 5.4.13

#### Included Software

- Driver SDK Version, 5.4.26.0
- Symmetry 3.5.3
- Bluefish444 Feature Application.
- Adobe Creative Suite CS3
  - Adobe Premiere Pro CS3
  - Adobe After Effects CS3
  - Sound Booth CS3
  - Adobe Photoshop CS3.
- Adobe Production Studio Plug-ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- Autodesk 3D Studio Max 8/9 Plug-ins
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

For other 3rd Party support, please contact your software vendor for driver version compatibility and support for this installer.

<http://www.bluefish444.com/support/compatibility/software/>

## New Features, Updates and Fixes.

### Symmetry 3.5.3

#### Fixes

- Add: Symmetry now checks for image orientation for flipped images such as Targa and will not allow mixing of different orientated images in the in Play List
- Add: Wait cursor on loading project and on dropping a frame message.
- Fix: Crash when clips are offline in playlist and only when the project is the start up project. ( e.g. clips are deleted after the project has been saved)
- Fix: Installer issue with the RAGE N|Code aspx installer is installed for Aspx customers (CRC error)
- Fix: reading preset settings from Symmetry's last session and project settings.

### 5.4.12

#### Included Software

- Driver SDK Version, 5.4.26.0
- Symmetry 3.5
- Bluefish444 Feature Application.
- Adobe Creative Suite CS3
  - Adobe Premiere Pro CS3
  - Adobe After Effects CS3
  - Sound Booth CS3
  - Adobe Photoshop CS3.

- Adobe Production Studio Plug-ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- Autodesk 3D Studio Max 8/9 Plug-ins
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

For other 3rd Party support, please contact your software vendor for driver version compatibility and support for this installer.

<http://www.bluefish444.com/support/compatibility/software/>

## New Features, Updates and Fixes.

### Symmetry 3.5

#### New Features

- Command line support
  - Support for command line commands and XML scripting interface to automate processes without the need to use the GUI
- EDL import processing and clip name support
  - When importing EDL you can select a range of naming conventions to control the clip name during the capture process. Clip names generated from applications such as Final Cut pro can now be preserved
- Pre roll offset
  - Adds the ability to set a pre roll offset in seconds. Traditionally it was defaulted to 5 seconds
- LTC support for the HD LUST
  - Supports the option to take time code from the LTC ports of the HD|Lust card
- MPEG 2 NTSC 720 x 480 support
- Ignore Tape reel name support
  - This feature is used with modern DI workflows where there are multiple reels on an single tape. This option tells Symmetry to ignore reel name requests to speed up the digitizing process.

#### Fixes

- Fix: Capture audio files in EDL processing
- Fix: vtr\_logs.bat was not included

### Adobe Creative Suite 3

The following Adobe Creative Suite 3 products are now supported by the Bluefish444 product range.

- Adobe Premiere Pro CS3
- Adobe After Effects CS3
- Sound Booth CS3
- Adobe Photoshop CS3

### Installer 5.4.9

#### Included Software

- Driver SDK Version, 5.4.26.0
- Symmetry 3.3.7

- Bluefish444 Feature Application.
- Adobe Production Studio Plug ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- Autodesk 3D Studio Max 8/9 plug-ins
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

For other 3rd Party support, please contact your software vendor for driver version compatibility and support for this installer.

<http://www.bluefish444.com/support/compatibility/software/>

## New Features, Updates and Fixes.

### Symmetry 3.3.7

Fixed a performance issues during capture when using the pre create option causing intermittent dropped frames.

### Installer 5.4.8

#### Included Software

- Driver SDK Version, 5.4.26.0
- Symmetry 3.3.5
- Bluefish444 Feature Application.
- Adobe Production Studio Plug ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- Autodesk 3D Studio Max 8/9 plug-ins
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

## New Features, Updates and Fixes.

#### Driver/Firmware

- Fixed issue listing SD|Prime as “unknown” in Symmetry and the Feature App.

#### Symmetry 3.3.5

- Added extended support for Com port detection from 2 ports to 99 ports

#### Feature Application

- Added embedded audio enable/disable in playback control.

#### Premiere Pro 2.0

- Fixed Low memory error.  
Issues; When playing back in Premiere Pro 2.0 and when embedded Audio is enabled, Pro will hang or crash after stopping and starting playback 30 to 40 times.

## Installer 5.2.120

Driver v 5.2.6.11

### **Premiere Pro 2.0**

Fix: Crash that occurs when a capture window is opened

## System Requirements

For a list of detailed certified systems and configurations please go to the following link  
<http://www.bluefish444.com/support/compatibility/hardware/>

### Symmetry

<b>Uncompressed HD and SD</b>	
OS	Windows XP SP2, Windows XP 64 SP2, Server 2003
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.

<b>High Definition MPEG 2 Encoding</b>	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Systems:	HP 9300/9400 Dual AMD 2.2 Ghz and above. HP 8400 Dual Core 2 Xeon 2.2 Ghz and above. HP 8200 Dual Intel 3.0 Ghz and above.
Hardware	Bluefish444 HD Fury, HD Lust. Aspex Accelera 3000 with Accelera 2.0.2 installer pre installed.

\*system performance and encoding performance may be different on different computer systems outlined above.

<b>Standard Definition MPEG 2 Encoding</b>	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space

Video:	Direct show capable card support resolutions at 1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Systems:	HP 9300/9400 Dual AMD 2.2 Ghz and above. HP 8400 Dual Core 2 Xeon 2.2 Ghz and above. HP 8200 Dual Intel 3.0 Ghz and above.
Hardware	Bluefish444 HD Fury, HD Lust, SD Greed Aspex Accelera 3000 with Accelera 2.0.2 installer pre installed.

\*system performance and encoding performance may be different on different computer systems outlined above.

## Adobe Production Studio

Uncompressed HD and SD V210 10 bit YUV	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at 1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Controller	SCSI u320 Dual Channel

## Storage Requirements.

Storage requirements need to be of good quality and sustain a constant data rate of over 240 MB per second for 10 bit RGB HD DPX I/O, higher for 2K.  
For MPEG 2 you can support HD capture with less storage requirements as the data rate for MPEG 2 is approx 2 MB per second depending on your compression settings.

### Uncompressed

#### 2K, HD 4:2:2/4:4:4 (10 bit YUV (v210), 10 bit RGB)

##### SCSI

- Adaptec dual channel u320 controller 39320 A/R
- 10 Drive JBOD with 5 10 k u320 SCSI Drives per Channel
- RAID 0.

##### Fiber Channel

- Two PCI-X Atto FC 42XS
- Two Huge Media Vault 4210
- RAID 0.

### **Standard Definition (10 bit YUV, 10 bit RGB)**

- SCSI/FC to SATA JBOD RAID
- 3 or more SATA drives RAID 0 (Performance may vary dependant on mother board and SATA controller).

### **MPEG 2**

MPEG 2 is a compressed format, therefore less storage is required compared to Uncompressed formats.

HD 1920 x 1080 YUV @ uncompressed is approximately 140 MB per second and higher.

With RAGE NCode, encoding 1920 x 1080 @ 59.94 to 20 Mbit per sec or less can be achieved.

#### **High Definition**

- 4 SATA drives RAID 0
- 2 SCSI hard drives RAID 0
- 2 SAS drives RAID 0

#### **Standard Definition**

- 1 SATA 10 K drive

## Installation

### Installing the Bluefish444 Hardware.

Bluefish444 provides detailed information on tested and certified hardware configurations for a range of common motherboards and well known systems.

Please refer to the Bluefish444 website for more detailed information and slot configuration for Systems and motherboard types.

['http://www.bluefish444.com/support/compatibility/hardware/](http://www.bluefish444.com/support/compatibility/hardware/)

1. Shut down your system
2. Make sure you are earthed and discharge any static build up before handling the Bluefish444 card and adding PC devices internally.
3. Remove the power cable from your system.
4. Remove your system case
5. Identify a free PCI slot as outlined in the hardware configuration for your Bluefish444 certified motherboard or system.
6. When handling the Bluefish444 card, be careful not to handle the card incorrectly. Hold the card on the PCI shield top and at the top back. This will reduce any damaging of the bluefish444 card circuitry.

Note HD|Lust hardware requires two slots.

## Software Installation

Before installing the Bluefish444 software the following requirements must be met;

- Administrator rights to your system,
- QuickTime 7.1.5 and above is pre installed,
- Windows XP service pack 2 with latest .NET framework installed,
- DirectX 9C,
- Latest Graphic card drivers,
- Latest system drivers and BIOS updates,
- Supported Bluefish444 hardware installed in the correct PCI slot for your system configuration,
- You have the correct storage array requirements for the solution you intend to use.

### For Uncompressed I/O

1. Install the Bluefish444 hardware in the correct slot for your recommended computer system. For a list of certified systems and configurations please go to the following link; <http://www.bluefish444.com/support/compatibility/hardware/>
2. Run the latest installer

### For MPEG 2 Encoding

1. Install the Aspex 3000 Accelera hardware in the slot recommended for your computer system first.
2. Install the Aspex 2.02 driver installer.
3. Copy your key into the Activation TAB of the Accelera client control panel
4. For Symmetry encoding;

In the Clients TAB, disable/uncheck "Enable Workaround for MainConcept demo application.

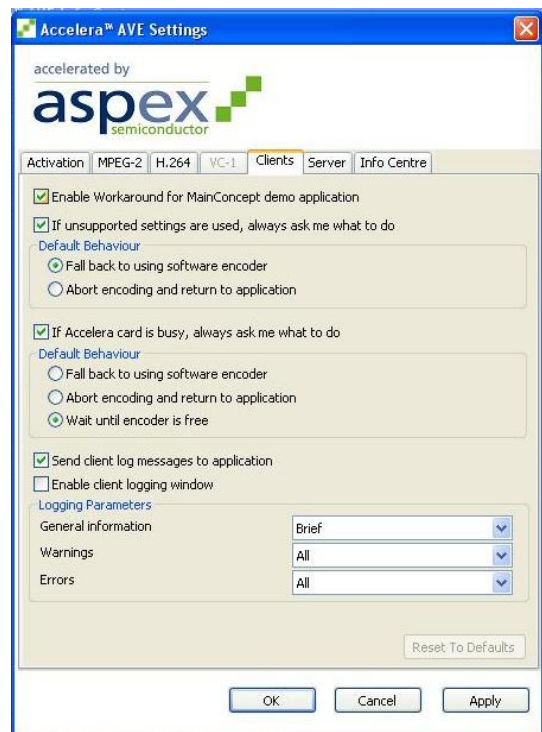
For MainConcept encoder you must re enable this

5. Install the Bluefish444 hardware in the correct slot for you recommended computer system. For a list of certified systems and configurations please go to the following link <http://www.bluefish444.com/support/compatibility/hardware/>
6. Install the latest Bluefish444 installer supporting Symmetry MPEG file format.

NOTE;

If you have installed a Bluefish444 installer before the Aspex installer, you must re install the Bluefish444 installer again to activate the MPEG 2 encoding option. The Bluefish444 installer detects the installed Aspex hardware during installation and installs the relevant files.

If the Aspex hardware/software is not installed, MPEG 2 encoding in Symmetry will not be available.



## **Deck Control plug-ins**

Adobe Premiere Pro 2.0 and Symmetry ships with built in Serial VTR control using the system COM ports.

You can use the supported rs-422 (9 pin COM port) to rs-232 cable supplied.

Symmetry and Premiere Pro do not support the Bluefish444 VTR ports available on the Bluefish444 hardware such as the SD|Greed and HD|Lust cards. Please use your computer system COM ports.

## **USB to RS 232 Converters**

We have tested the USB to RS 232 Keyspan USA-19H converter for Symmetry only. Please contact Adobe Support if you have any issues with this device and Adobe Premiere Pro

## New Installations.

If this is the first time a Bluefish444 card has been installed in your system;

1. Turn on your system with a supported Bluefish444 video card.
2. When Windows loads, you may be presented with "New Hardware Found" Dialog box.
3. Close the Dialog box.
4. Run the Bluefish444 installer v XXX
5. Say yes to all prompts to continue.
6. Select yes to shut down the system.

If your system does not shut down automatically;

7. Go to "Start" menu button and select "Turn Off Computer".
8. Select "**Turn Off**" to shut down your system
9. Restart your system

You may under certain circumstances see another "new hardware found" dialog box, this is because the firmware introduces a new Rev ID, and so to the operating system it is a new device.

10. In the "found new hardware Wizard" dialog box select "install the software automatically" option.
11. Select next.
12. Select "Continue Anyway
13. Select finish
14. Launch Symmetry and the Bluefish444 feature application to test your configuration.

## Installing over a Previous Installation

We highly recommend at all times to uninstall any previous Bluefish444 installers before installing a later version.

### Uninstall Bluefish444 Installers.

1. Make sure you have closed all applications,
2. In the Windows Control panel, go to **Add or Remove Programs**,
3. Uninstall all Bluefish444 installers in the Add remove programs dialog box for example.
4. Restart your system.
5. Follow steps for 'new installations' above

## Manual Removal of Bluefish444 files and Drivers

### Step 1 Uninstall Bluefish444 Installers.

1. Make sure you have closed all applications,
2. In the Windows Control panel, go to **Add or Remove Programs**,
3. Uninstall all Bluefish444 installers in the Add remove programs dialog box

### Step 2 Remove Bluefish444 Drivers and System files.

Note, you will be deleting files that are in system folders, ensure you do not delete incorrect files as this may affect the operation of your system.  
You will also need to turn on "show system files and folders"

4. In "Windows Explorer" select tools and folder option in the menu bar
5. Select the "View" tab
6. In advance settings scroll to "Hidden files and folders"
7. select "Show hidden files and folders"
8. Go to the C:\Windows\inf folder and open it
9. Select the Search Utility and select the "Files or Folders" option.
10. In the "What do you want to search for" option box select "A word or phrase in the file"
11. Type in "Bluefish"
12. A file name beginning with OEMX.inf will be presented, X donates a numeric value e.g. OEM11.inf.
13. Delete the file.
14. Type in and search for the following files and delete all instances of them.
15. In C:\Program Files delete the **Bluefish444** folder and all the contents,
16. In C:\WINDOWS\system32 folder delete the following files;

- BlueDriver.sys
- BlueSetupApi.dll
- BlueVelvet3.dll
- BlueVelvet3\_d.dll
- BlueVelvet.dll
- BlueVelvet\_d.dll
- BlueVelvetCom.dll
- BlueDriverMT.sys
- BluehancUtils.dll
- Puffer.dll
- BXQTPremiere.dll
- BFFileAdapters.dll
- FileInterChangeDII3.dll
- BlueFishFilters.ax

Note; Some of these files may or may not be present due to the uninstall process in step 3,

### Step 3 Delete Plug-in's.

17. In the Start menu, select the Search Utility and select the "Files or Folders" option.
18. In the "What do you want to search for" option box select " All Files and Folders".
19. Type in and search for the following files and delete all instances of them.

For After Effects

- Bluefish444IO.aex
- bluefishemp.aex
- bluefishio.aex

For Adobe Premiere Pro 1.0/1.5

- bluefish444asio.dll
- cm-Bluefish-Compiler.prm
- im-Bluefish-Import.prm
- pm-Bluefish-Playback.prm
- rm-Bluefish-Record.prm

For Adobe Premiere Pro 2.0

- BFCompile.prm
- BFImport.prm
- BFPlayback.prm
- BFRecord.prm
- Bluefish444 Editing Mode.xml
- Bluefish444ASIO.dll
- Rm-bluefish-record-dv.prm

### De-register Direct show filters

20. To un-register the bluefish444 directshow filters
21. Type in "Cmd" in the run app in the start menu
22. Type in cd c:\program files\bluefish444\directshow\
23. Enter the following command
24. Regsvr32 -u BlueFishFilters.ax
25. Press enter



### Step 4 Uninstall Driver via device manager.

26. In the "Device Manager" (Device Manager can be opened by right clicking the "My Computer" Icon in the desktop and select "manage". This will open the Computer management window. Select the "Device Manager".)
27. In "Sound, Video and Game Controllers" right click the "Bluefish444 X device" and select "Uninstall".
28. Follow onboard prompts.
29. Restart your system.

System is now cleared, From this point you can proceed to " new installation" steps

## Support Contact Details.

Bluefish444 provide unlimited email and phone support to all registered customers for the life of the product warranty.

<p><b>World Wide Support</b></p> <p><a href="mailto:support@bluefish444.com">support@bluefish444.com</a></p> <p><b>Australasia / APAC</b></p> <p><b>Bluefish444 Head Office</b> 9am to 5pm (GMT+10 hours) T: +61 3 9682 9136 <b>Email:</b> <a href="mailto:support@bluefish444.com">support@bluefish444.com</a></p> <p><b>North America</b></p> <p><b>USA Tech Support</b> T: + 1 (775) 727-6950 <a href="mailto:support-usa@bluefish444.com">support-usa@bluefish444.com</a></p>	<p><b>Europe</b></p> <p><b>Bluefish 444 Europe Ltd</b> Joel Street Farm, Joel Street, Pinner, Middlesex, HA5 2PD. United Kingdom</p> <p><b>T:</b> +44 (0)20 8429 8345 <b>F:</b> +44 (0)20 8866 8207 <b>Email:</b> <a href="mailto:support@bluefish444europe.com">support@bluefish444europe.com</a></p>
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In order to resolve your issues quickly please ensure that you provide the following information when contacting support.

- System configuration and manufacture, Mother board type and Devices installed.
- SCSI or RAID controller card type.
- Storage array configuration,
- OS version.
- Applications installed
- Bluefish444 Serial number and product type.
- Installer version.
- Contact number
- Company name

### **FAQ's**

A list of frequently ask questions listed by application type.

Link <http://www.Bluefish444.com/support/FAQ>.

### **Hardware compatibility guide.**

This site has detailed information on tested and certified hardware categorized by motherboards, systems and integrators.

Link <http://www.Bluefish444.com/support/compatability>.

### **Software compatibility guide.**

Current list of released retail software that is compatible with the Bluefish444 product range. Refer to this site often as new supported products a frequently released.

Link <http://www.Bluefish444.com/support/compatability>.

For phone support you must register your product online at the Bluefish444 web site.

### **Tech Support**

If you have any questions please contact support at [support@bluefish444.com](mailto:support@bluefish444.com).

Email Support is free for the life of the warranty. For phone support you must register your product at <http://www.bluefish444.com/support/techsupport>.

Contact

**Australia**

**BlueFish444 (Head Office)**

17b Market Street, South  
Melbourne  
Victoria, Australia 3205  
**Telephone:** +61 (3) 9682 9477  
**Facsimile:** + 61 (3) 9682 9466  
**Email:** [info@bluefish444.com](mailto:info@bluefish444.com)

**Europe**

**Bluefish444 Europe Ltd,**

Joel Street Farm, Joel Street,  
Pinner,  
Middlesex,  
HA5 2PD.  
United Kingdom  
**Telephone:** +44 (0)20 8429 8345  
**Facsimile:** +44 (0)20 8866 8207  
**Email:**  
[info@bluefish444europe.com](mailto:info@bluefish444europe.com)

**Web:**  
<http://www.bluefish444europe.com>

**North America**

**Channel Wolves**

492 Massachusetts Avenue  
Suite 72  
Boston, MA 02118  
USA  
**Telephone:** 1-866-314-7785  
**Facsimile:** 1-617-249-1733  
**Email:** [contact@channelwolves.com](mailto:contact@channelwolves.com)

**Web**  
<http://www.channelwolves.com>

**China**

**UBS Consulting**

601, Block 4, Wanda Square. 93 Jianguo  
Road  
100022 Beijing P.R China  
**Telephone:** +86 (10) 5820 6929, +86  
1350 1287 726  
**Facsimile:** +86 (10) 5820 6930  
**Email:** [services@ubschina.com](mailto:services@ubschina.com)

**Web** <http://www.ubschina.com/bluefish/>

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