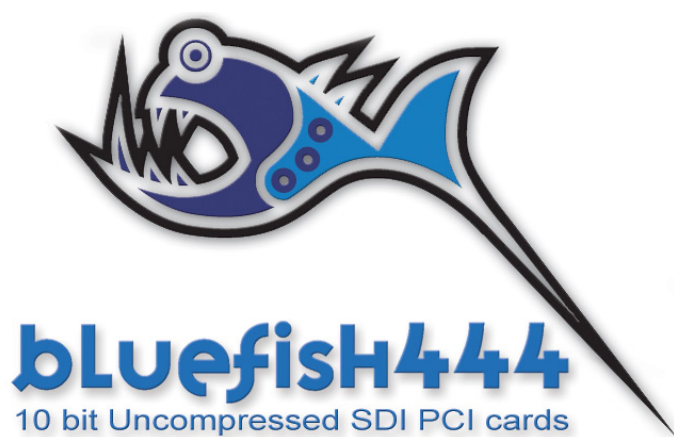


Bluefish444 Installation Guide & Release Notes



Bluefish444 Installer 5.2.113
Wednesday, October 18, 2006

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Introduction

Welcome to the retail installer release from Bluefish444, version 5.2.10.

What's New

Symmetry 3.2

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 spaces.

Its flexibility and simple to use interface means that it easily integrates into any video or film post production environment. And provides a 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.
- 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 sequence fir 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 3DS max, Light wave, Softimage and many more.

New features

- New Settings interface
- EDL handles
- VTR capture and Playback offsets
- Real time HD and SD MPEG 2 encoding with RAGE NCode hardware (Accelera 3000)

Adobe Production Studio

Bluefish444 continues to support Adobe solutions with direct support for Adobe Premiere Pro 2.0, Adobe After Effects 7.0, Adobe Audition 2.0 and Adobe Photoshop CS2.

Adobe Production Studio Certified plug ins

Adobe Premiere Pro 2.0

Bluefish444 continues to support Adobe Premier Pro 2.0 with real-time playback preview of effects and supported 3rd party file formats with adjustable quality supported in Premiere Pro 2.0.

Effects and transitions are rendered only on export so as to maintain the true 10 bit YUV uncompressed quality to your workflow. The range of 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 2.0, 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 2.0 and system performance increases, so does the ability to add more streams of video, audio, stills, effects and transitions.

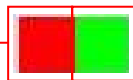
Bluefish444 have also added an offline capture module providing the ability to digitize to DV-AVI compressed file format via SD SDI or SD analog sources. At approximately 1/10th the file size of uncompressed SD 10 bit YUV v210 QuickTime files, makes it a perfect solution for SD or HD offline editing 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 2.0 plugin's are not compatible with earlier versions of Adobe Premiere Pro.

Adobe Premiere Pro 2.0 also supports serial VTR deck control. Serial VTR control is support via the COM port not the Bluefish444 VTR ports. You can use the same VTR cable supported by Symmetry shipped with the Bluefish444 hardware

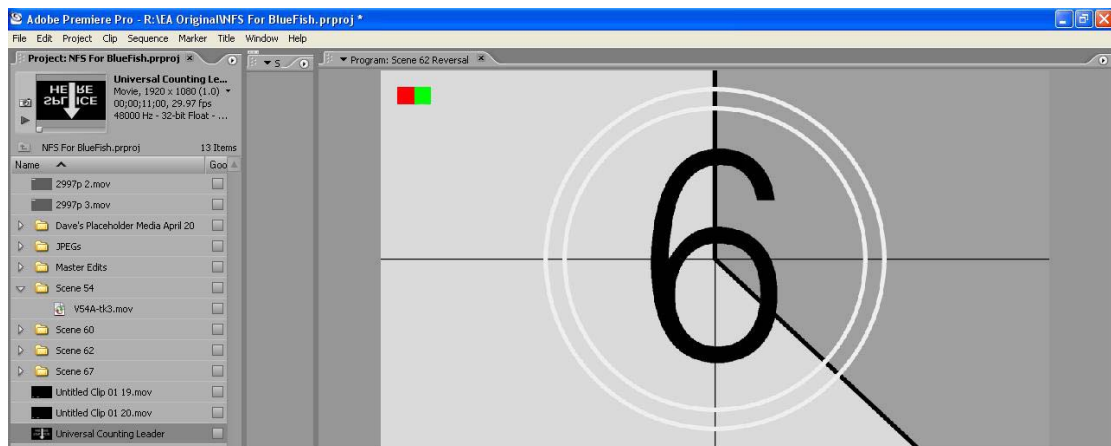
Preview Playback Drop Frame

RED = Preview has dropped frames
Green = Preview has not dropped frames



NON Real Time Indicator

RED = Effects are not processed in real time
Green = Effects processed in real time



Adobe Audition 2.0

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 7.0

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.

Photoshop CS2

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

SD Greed Support

The SD Greed driver status currently replaces the SD Envy solution with embedded audio on input only.

Installer Contents & Versions.

Driver Version.

SDK and Driver version support 5.2.6.8

Does not support application using SDK version 5.1.15 or 5.1.11

Included Software

- Symmetry 3.2.
- Bluefish444 Feature Application.

Adobe Production Studio Plug in Support.

- Adobe Premiere Pro 2.0. OpenHD Certified
- Adobe After Effects 7.0.
- Adobe Audition 2.0.
- Adobe Photoshop CS2.

Codecs

Includes Bluefish444 QuickTime 10 bit v 210 codec v 3.3.0.6.

Supports 8 and 16 bit RGB and 10 bit YUV v210 pixel formats.

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

New features, Updates and Fixes.

5.2.113 beta

Symmetry 3.2

Features Added

- MPEG 2 Encoding via RAGE NCODE hardware (Accelera 3000)
- EDL Handles
- New Settings Panel
- Multi card selection feature (allows you to select what Bluefish444 card Symmetry is to use if more than one is installed)
- VTR Offsets for capture and playback

Installer History

5.2.10

Installer

- Fix. ASIO registration (conflict with Audition and PPRO2)

Firmware

- Add: 720P 50 Support to High definition cards

Symmetry 3.1.6

Features Added

- Add New project manager feature when Symmetry first starts.
- Removed Scratch folder setting in settings panel.
- Add 1280 X 720 P 50 support
- Add: EDL CMX 3600 support
- Add: Project creation and management features.
- Add: Total time in PlayList
- Add: Store last file type in Open dialog
- Add: Sort offline files.
- Add: Offline clip command.
- Add: Project root mapping.
- Add: Clip info backup in project file - offline clips.
- Add: Select All and Select Offline commands.
- Add: Option to link missing media files for .sym clips or recapture them.

Bug Fixes and updated features

- Fix for importing sequential files from Bright Storage solution
- Addressed an issues for initially creating projects when you first start Symmetry
- Symmetry no longer creates empty folders
- Loop playback has been fixed
- Export to MAC of QT files.
- Fix: Sort video\audio only clips.
- Shortened status window video mode message
- Open bigger frame size modes crash.
- Crashes on changing video modes.
- Crashes on delete clip\clear list.
- Crashes on shutting down.
- Trim inclusive for out point.
- Redraw play list area.
- EDL issues when reading files for print to tape.
- Clip creation faults.
- New Project crashes.
- Flip mode playback.
- Sort offline clips
- Program crashed after using mouse select with **DEL**, while deleting clips previously captured (deleting from BIN area)
- "Incorrect In and Out points" appeared message after using "L" shortcut key (without press 'Enter') when adding first log-clip in sequence.
- In/Out input fields doesn't hold entered time code without pressing Enter/Tab after input.

- Time code fields goes zeros when "Capture In/Out" process starts. So, there is no way to see what is capturing now.
- When in Capture Mode(Capture button is on), "Log Clip" and "Capture In/Out" buttons sets to disabled when deleting a file from the BIN area. And changing Set In/Set Out fields doesn't make it enabled again.
- No sound when playback second time or using "Loop Playback".
- Added "Drop frame" message on "Frame Back" button (AVI, Cineon, TGA format)
- Audio dropping during playback in 1080p/23.97 mode
- Pressing *Ctrl+P* several (4-6) times in Playback mode make Symmetry crash.
- Left and Right tracks of audio channels changed randomly when playback captured clip with different left/right audio data (720p59, 1080p23, tone on 1st,3rd,5th,7th channels).
- Linking different length Audio and Video files ("Link AV" button) keep Video file time code in new clip, despite of actual length.
- VTR goes seek mode when trying export *Playlist* files.
- Symmetry crashed working with EDL file.

Adobe Premiere Pro 2

Features Added

- Add: Drop frame indicator
- Add: Metadata header always written.
- Add: PSF modes support.
- Added 1280 720P 50 Support

Bug Fixes and updated features

- NTSC widescreen capture now fixed.
- Field order in render files fixed.
- Source window playback performance increased.
- Scaling in preview.
- Exporting a audio only file will result in a compiler error if using the Bluefish 10 bit YUV codec.
- Adobe Bug # 1321872 Issue: Loop playback of in to out points resets to head of clip after first cycle.
- Fixed aspect ratio and scaling larger then 100% in capture window
- Cannot start playback of timeline while in direct manipulation mode.
- There is a momentary flash of vector scope view when loading clips into the source monitor.
- Modification of scope controls does not update scope display until a play/scrub command has been sent.
- Fix crash after stop record during tape seek.
- Fixed 720p mode preview. line width for v210 1280 wasn't calculated right
- Change RT indicator to constantly show red square on the left if at least one drop frame happened.
- Fix: bug with playback of the audio only files. Sync events are now deactivated with SDI deactivation during one session.

After Effects 7.0

- Fix: Alpha channel issue that caused the output to go black with Wildblue|AV card
- Fix: Export to QT
- Fix: Debug dll link removed.
- Fix bug when file is always exported in same frame rate.
- Fix when SDI output was always in one mode

DirectShow

- Add: TLB file.

QuickTime Codec

- Fix: 720p 50 mode

5.2.8.5

The following items have been addressed and fixed in the 5.2.8.5 beta installer.

Premiere Pro 2.

Bug Fixes.

- Fix for ASIO audio driver not been selectable.
- Fixed preview when changing View Zoom Level.
- Fixed adding clips to source window from BIN and timeline by double clicking.
- Fixed large file import crash.
- Addressed field order in render files.
- Fixed a one line offset in preview.
- Fixed adding clips from bin and timeline to source window.
- Fixed scaling in preview.
- Fixed a field order issues when rendering and exporting.
- Added a workaround for the ASIO audio driver not being selectable in the Audio Hardware menu.

Symmetry 3.0.2 beta.

Added Features.

- Total time in play list is now added.
- Store last file type in open dialog.
- Ability to Sort offline files in Bin.
- Add unlink a re link media
- Added Project media mapping

Bug Fixes.

- Sort video\audio only clips fixed.
- Adjusted status window video mode message size.
- Fixed crash when opening bigger frame size modes.
- Fixed crash when changing video modes.
- Fixed crash when deleting clips or clearing a Bin or Play list.
- Fixed Issues with QuickTime files not opening in Final Cut Pro.
- Fixed crash with incorrect thumb nail re draw
- Fixed an export to tape issues that caused Symmetry to crash.
- Fixed Batch capture issues.
- Fixed stability issues when changing video modes.
- Fixed issues when change video formats causing Symmetry to crash.
- Added inclusive for out point when trimming.

AE 7.0

Note there is current reported bug with AE that we are addressing with adobe, this affects Wild blue AV customers only not Bluefish444 HD customers.

The issues is related to the Wildblue AV cards which receives alpha information from AE. AE under certain circumstances like, specific elements in a time line or changing the quality settings of the preview will give an incorrect alpha value causing the Wildblue AV to go black on output.

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

Uncompressed HD and SD

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.

High Definition MPEG 2 Encoding

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. Aspex Accelera 3000 with Accelera 1.3.1 installer pre installed.

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



Standard Definition MPEG 2 Encoding

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, SD Greed Aspex Accelera 3000 with Accelera 1.3.1 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 at1280 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 you 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/>

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 Bluefish4444 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 7.0.3 and above,
- 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

- a) Install the Bluefish444 hardware in the correct slot for you recommended computer system. See t For a list of certified systems and configurations please go to the following link <http://www.bluefish444.com/support/compatibility/hardware/>
- b) Run the latest installer

For MPEG 2 Encoding

- a) Install the Aspex 3000 Accelera hardware in the slot recommended for your computer system first.
- b) Install the Aspex 1.3.1 driver installer.
- c) Install the Bluefish444 hardware in the correct slot for you recommended computer system. See t For a list of certified systems and configurations please go to the following link <http://www.bluefish444.com/support/compatibility/hardware/>
- d) Install the latest Bluefish444 installer.

Note;

- The Accelera hardware and driver must be installed before the bluefish444 installer is installed.
- If you have installed a Bluefish444 installer before the Aspex installer, you must re install the Bluefish444 installer again to activated 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.

Bluefish444 Retail and OEM installations.

When using the retail installer, we recommend uninstalling the Bluefish444 OEM SDK installer.

Step 1 Make sure your system is up to date.

Ensure you have installed the latest drivers and BIOS updates for your system. Please refer to the certified hardware guide section for more information.
<http://www.bluefish444.com/support/compatibility/hardware/>

Step 2 Install Bluefish444 supported 3rd party applications.



It is normally best to have the application(s) pre installed before running the Bluefish444 installer.

The plug-ins for Adobe Products are installed with the Bluefish444 installer.

For other supported applications such as Eyeon Digital Fusion Combustion, NUKE, Bauhaus Mirage or Drastic Quick Clip Pro you can install them at anytime as Bluefish444 support is built into the [vendor's](#) application.

For a list of supported applications and their requirements see the Bluefish444 compatibility section at <http://www.bluefish444.com/support/compatibility/software/>

Step 3 Install QuickTime version 7.X

Download and install the latest QuickTime installer v6.5.2 or version 7.1 available at the following site. <http://www.apple.com/quicktime/>

Step 4 Install 3rd party application plug-ins and updates

Install Deck control software for Premiere Pro 1.5 and the Premiere Pro 1.5.1 update which is available at the Adobe website.

Premier Pro 2.0 supports built in VTR control software

NOTE; Adobe Products are supported only on the Windows XP operating system.

Step 5 Install the Bluefish444 Installer



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 v5.x.x
5. Say yes to all prompts to continue.
6. You will be presented with a firmware update dialog box if you have an SD card Installed,
Do not interfere with this process, do not minimize the window or use??
This will only occur with SD cards not HD cards.
7. Select yes to update the cards' firmware.
8. Select yes to shut down the system.

If your system does not shut down automatically;

9. Go to "Start" menu button and select "Turn Off Computer".
10. Select "Turn Off" to shut down your system.

NOTE YOU MUST PHYSICALLY POWER DOWN YOUR SYSTEM FOR A PERIOD OF 10 SECONDS TO ENSURE THERE IS NO CHARGE PRESENT IN THE CARD. IF YOU RESTART THE SYSTEM AS A WARM BOOT, THE FIRMWARE MAY NOT OPERATE CORRECTLY.

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

Deck Control plug-ins

We have tested and recommend the Digital Pipe Pro VTR version 7.1 Deck control plug-in and serial cable ([RS232](#) to [RS422](#)), available at Digital Pipeline; <http://www.thepipe.com/> for Premiere Pro 1.5.1.

Adobe Premiere Pro 2.0 ships with built in Serial VTR control for the COM ports.

You can use the supported rs 422 to rs 232 cable supplied.

Symmetry and Premiere Pro does not support the Bluefish444 VTR ports available on the Bluefish444 SD greed and HD lust cards. Please use your computer system COM ports.

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 the for new installations above

Manual Removal of Bluefish444 files and Drivers

Step 1 Uninstall Bluefish444 Installers.

18. Make sure you have closed all applications,
19. In the Windows Control panel, go to **Add or Remove Programs**,
20. 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"

21. In "Windows Explorer" select tools and folder option in the menu bar
22. Select the "View" tab
23. In advance settings scroll to "Hidden files and folders"
24. select "Show hidden files and folders"
25. Go to the C:\Windows\inf folder and open it
26. Select the Search Utility and select the "Files or Folders" option.
27. In the "What do you want to search for" option box select "A word or phrase in the file"
28. Type in "Bluefish"
29. A file name beginning with OEMX.inf will be presented, X donates a numeric value e.g. OEM11.inf.
30. Delete the file.
31. Type in and search for the following files and delete all instances of them.
32. In C:\Program Files delete the **Bluefish444** folder and all the contents,
33. In C:\WINDOWS\system32 folder delete the following files;

- a. BlueSetupApi.dll
- b. BlueVelvet3.dll
- c. BlueVelvet3_d.dll
- d. BlueVelvet.dll
- e. BlueVelvet_d.dll
- f. BlueVelvetCom.dll
- g. Puffer.dll
- h. BXQTPremiere.dll
- i. BFFileAdapters.dll
- j. FileInterChangeDll3.dll
- k. BlueFishFilters.ax

Note not all these files may or may not be present due to uninstall process in step 3,

34. In C:\Program Files\BlueFish444\Driver, delete the following files if present;
 - a. BlueDriver.sys

- b. BlueSD.sys
- c. BlueGM.sys
- d. BlueHD.sys
- e. BlueBAG_XXX.rbf, XXX denotes a numeric value e.g. BlueBAG_147.rbf
- f. Akira_XXX.rbf

Step 3 Delete Plug-in's.

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

For After Effects

- a. Bluefish444IO.aex
- b. bluefishemp.aex
- c. bluefishio.aex

For Adobe Premiere Pro 1.0/1.5

- d. bluefish444asio.dll
- e. cm-Bluefish-Compiler.prm
- f. im-Bluefish-Import.prm
- g. pm-Bluefish-Playback.prm
- h. rm-Bluefish-Record.prm

For Adobe Premiere Pro 2.0

- i. BFCompile.prm
- j. BFImport.prm
- k. BFPlayback.prm
- l. BFRecord.prm
- m. Bluefish444 Editing Mode.xml
- n. Bluefish444ASIO.dll
- o. Rm-bluefish-record-dv.prm

De-register Direct show filters

To un-register the bluefish444 directshow filters

Type in "Cmd" in the run app in the start menu

Type in `cd c:\program files\bluefish444\directshow\`
Enter the following command

```
Regsvr32 -u BlueFishFilters.ax
```

Press enter



Step 4 Uninstall Driver via device manager.

- 38. 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".)



39. In “Sound, Video and Game Controllers” right click the “Bluefish444 X device” and select “Uninstall”.
40. Follow onboard prompts.
41. Restart your system.

System is now cleared

42. 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>World Wide Support</p> <p>support@bluefish444.com</p> <p>Australasia / APAC</p> <p>Bluefish444 Head Office 9am to 5pm (GMT+10 hours) T: +61 3 9682 9136 Email: support@bluefish444.com</p> <p>North America</p> <p>USA Tech Support T: + 1 (775) 727-6950 support-usa@bluefish444.com</p>	<p>Europe</p> <p>Bluefish 444 Europe Ltd Joel Street Farm, Joel Street, Pinner, Middlesex, HA5 2PD. United Kingdom</p> <p>T: +44 (0)20 8429 8345 F: +44 (0)20 8866 8207 Email: support@bluefish444europe.com</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.

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

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