



# Mync

Media Player, Organizer and Uploader

## Release Notes

Software Version 1.1.1.2151 (June 2017)

# Mync Product Support

## Web Technical Support

To access support information on the web, visit the [myncworld.com](https://myncworld.com) webpage. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

- Myncworld.com web page: <https://myncworld.com/>
- Myncworld support web page: <https://myncworld.com/#support>

## New Features of Version 1.1.1.2151

*This update provides the following additional features:*

- Support hardware decode for H.265 (HEVC) clip
- Mync allows to select encode quality option when exporting Storyboard to MP4 clip (only Mync Standard)
- Support to export all audio tracks when exporting Storyboard to FCP XML (only Mync Standard)
- Support to place audio clip into Storyboard for back ground music (only Mync Standard)
- Support to delete selected import history

## Update History

*The following issues are fixed or improved in this version:*

- Clip cannot be selected in thumbnail view mode
- Mync does not display JPEG clip if unsupported RAW clip is loaded
- Duration is unexpectedly changed if still sequence frame rate is changed in Storyboard (only Mync Standard)
- Mync application window appears behind EDIUS when choosing [Show in Mync] in EDIUS (only EDIUS built-in Mync Standard)
- Clips are placed in wrong order after undo of removing clip in Storyboard (only Mync Standard)
- Mync displays incorrect location when clicking Open Google Maps icon in the metadata pane
- Hidden clip can be copied to a folder

## Known Issues

### **Mync displays low quality picture for small frame size picture**

When browsing small frame size still images in Mync, displayed picture quality will be low.

### **FTP upload cannot be aborted**

If multiple clips are being transferred to FTP site, it cannot be aborted

## Design Limitations

### **Restrictions after Uninstallation of QuickTime for Windows**

The following functionality will be lost if QuickTime is uninstalled:

Still Image File Formats: Flash Pix; Mac Pict; QuickTime Image

MOV Video File Formats: 3GP; 3G2; M4V or some MOV file formats

Audio File Formats: MOV (other than Linear PCM and AAC); QuickTime Audio

To use the file formats, install QuickTime Essentials then enable QuickTime importer in Mync. See [myncworld.com](http://myncworld.com) [FAQ web page](#) for details.