

Sign Smith Studio 3.0

Frequently Asked Questions

1. What are the minimum system requirements for Sign Smith Studio 3.0?

Pentium 2.0 GHz processor
512 MB RAM
100 MB hard disk space
CD-ROM drive
1024x768 resolution (or better)
Sound card and speakers
OpenGL(R) accelerated graphics card
Windows 2000, XP, and Vista

2. How do I report bugs?

Please use the Sign Smith Studio support page which can be found at www.Vcom3D.com/support. All bugs and support-related comments can be added to this form.

3. Why does the mouthing look strange?

For best results, use a Microsoft voice. To change voices:

1. From the Menu Bar select "Options"
2. Select "Voice..."
3. Expand the "Voice Selection" drop-down
4. Select a voice that begins with "Microsoft..."
5. Select "OK"

4. Why do my exported videos appear jagged?

To enable full scene anti-aliasing (which will remove the 'jaggies'):

1. Right click on the Preview window
2. Choose Preferences
3. Select the Appearance Tab
4. Select the Fullscreen Antialiasing mode – 4x is recommended (If 2x, 4x and 8x is grayed out, your graphics card does not support anti-aliasing.)
5. Close and re-open Sign Smith Studio.

5. Why doesn't my exported video work in PowerPoint?

PowerPoint does not generally support QuickTime movies. You should use AVI or WMV videos instead.

6. Why does my exported video play slowly or seem jerky?

Perhaps you created an uncompressed AVI or MOV. These files are only intended as an intermediate format for some other conversion tool such as Adobe Premiere or Flash Pro. They are not intended to be played back directly. For demonstration purposes we recommend that you create QuickTime movie files. To change to a QuickTime movie:

1. In the "Video Capture Settings" dialog box, press the "Browse..." button.
2. Change the "Save As Type" to "Movie Files (*.mov)".
3. Select the directory where you want to save the movie.
4. Enter a "File name" and press the "Save" button.

5. When you return to the "Video Capture Settings" dialog box, you can just leave all the defaults.
6. Press the "Ok" button.

7. Why does my exported video always have a black background?

Perhaps you created a video with the alpha channel enabled. This allows the video to be embedded seamlessly into compositing tools like Flash. When viewing these videos with conventional media players, the transparent parts will be black. To disable the alpha channel on video export, go to the "Video Capture Settings" dialog box and ensure "Enable Alpha Channel" is unchecked.

8. How can I get more realistic sounding voices?

You can purchase and install any SAPI 5.1 compatible voices. When you run Studio these new voices will show up in the "Voice Selection" list.

We recommend AT&T Natural Voices which can be purchased inexpensively from <http://www.nextup.com/>. When the better quality voices are used, you may notice a pause before the very first time they are heard.

Note: This product ships with Microsoft Mike and Mary SAPI 5.1 compatible voices. However, since Microsoft Vista does not support these voices, they will not be installed on a system with Vista. You can use Microsoft Anna which comes with Vista instead.

9. Why do I not see a character in the Preview Window?

If the preview window appears blank or transparent, it is generally an indication of a video problem. A possible fix is to update your video drivers from your computer or video card manufacturer's website.

Although rare, this problem has been known to occur on some ATI cards with older drivers. ATI has reference drivers that will work for many of their cards. They can be downloaded from <http://ati.amd.com/support/driver.html>. If, for some reason, these drivers will not work for your ATI card, you should go to the website of your computer's manufacturer to get newer drivers.

If updating the video drivers does not fix this issue, you may need to disable anti-aliasing support in the video card. To do this:

1. Go to Display Properties (Right click on your Desktop and click on Properties).
2. Click Advanced.
3. Click on the tab for the ATI card.
4. Locate the Anti-aliasing option.
5. Change from "application controlled" to "off".

Known Issues:

1. **Known Issue #1** – With some NVidia Quadro graphics cards, you may see parts of the 3D character flicker.
2. **Known Issue #2** – ATI graphics cards have an error with their alpha channel support. Consequently exported AVI videos with the Alpha Channel enabled will not have a smooth alpha blend.

- 3. Known Issue #3** – If you have a speech block that contains more speech than can be said in the time allotted for it (resulting in the speech block being cut-off during preview), this will result in misaligned speech and mouth movements when you export to video.