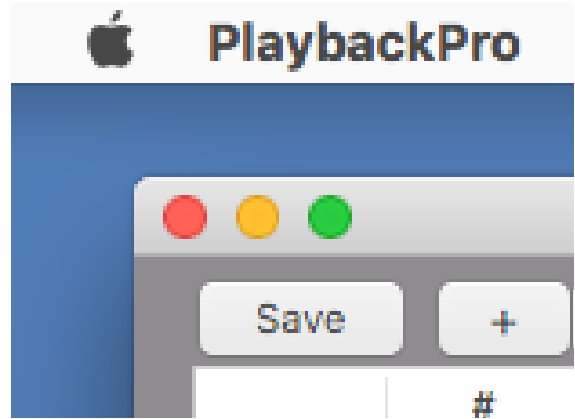




# Helpful Tips

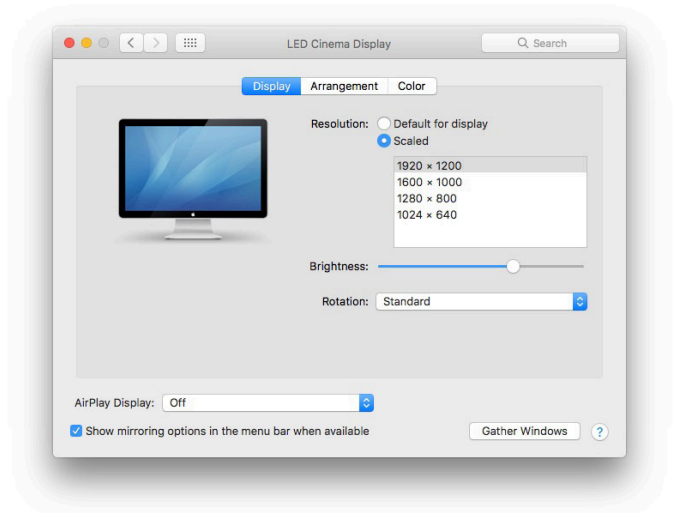
## Fullscreen Mode

Using the Fullscreen button in the PlaybackPro interface can cause unexpected application issues including program shut down. We recommend starting in fullscreen or non-fullscreen and staying in that mode during use. If you need to change the mode use the green fullscreen button provided by macOS.



## Interface Window

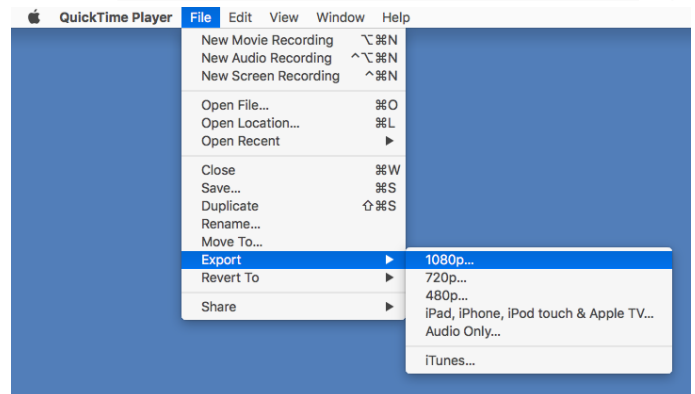
If your system is having a difficult time playing content, lowering the resolution of the PlaybackPro Interface screen will free up graphics processing power and may resolve the problem. There isn't an option to change this on Retina screens.



## Optimal File Types

If a file does not play well in PlaybackPro or PlaybackPro Plus a quick solution can be to re-encode and rewrap the file in a .mov container using QuickTime Player.

Other transcoding software like Apple Compressor, Wondershare Video Converter Ultimate and MPEG Streamclip can be very helpful to process playback content.



Our recommended codecs are Apple Prores 422 (Standard) or H.264 in a .mov container.