

NovaStudio2012 User Note

1. Conflicts between decoders may cause media play error.

Do not install decoders or media players arbitrary. They may conflict with each other and thus cause errors when NovaStudio2012 is playing videos.

Please clean up the decoding environment by uninstall the third part decoders and media players if NovaStudio2012 does not response when playing videos. **Do not uninstall Windows Media Player!!**

Please contact us if the problem still exists.

2. Do not use low performance computers for running NovaStudio2012.

Please use a computer meeting the requirements listed in 1.2 Run Environment of user manual for running NovaStudio2012. The computer should have a higher performance CPU and larger memory if NnovaStudio2012 is going to run on it with multiple display windows. Note that the higher the computer performance is, the better the media play results will be.

3. NovaStudio2012 launch error due to the language support of the operation system.

If the path of the NovaStudio2012.exe contains characters that are not belonged to the default language of the operation system, it may not be able to launch. Messages as follow may be shown.

To solve this problem, please change the path and run again.



Fig.1.1 error message

4. Unable to play files of Microsoft Word and Excel

Make sure Microsoft Word and Excel have been installed correctly, otherwise, NovaStudio2012 is not able to support files for Microsoft Word and Excel.

Please allow the operation if any firewall blocks the operation of adding Excel file.
There no virus risk as it is just Excel starting a library.

5. What to do if characters in a table of a Microsoft Word file are slit?

Try a Microsoft Excel table.

6. Why NovaStudio2012 does not run?

Please make sure that Microsoft.NET Framework 2.0 has been installed in the computer if the error message in Fig.1.2 shows up when running NovaStudio2012. Microsoft.NET Framework 2.0 is required for running NovaStudio2012.



Fig.1.2 error message

7. Why NovaStudio2012 does not run in the OSs of Microsoft Vista / Windows 7?

NovaStudio2012 needs to be run as administrator in these two OS. Right-click NovaStudio.exe or its shortcut and select **Run As Administrator**, as shown in Fig.1.3.

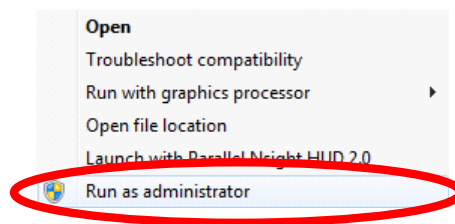


Fig.1.3 run as administor

8. Why Flash files cannot be added?

Make sure Flash OCX plug-in has been correctly installed.

9. Error message as below is shown when running NovaStudio2012.

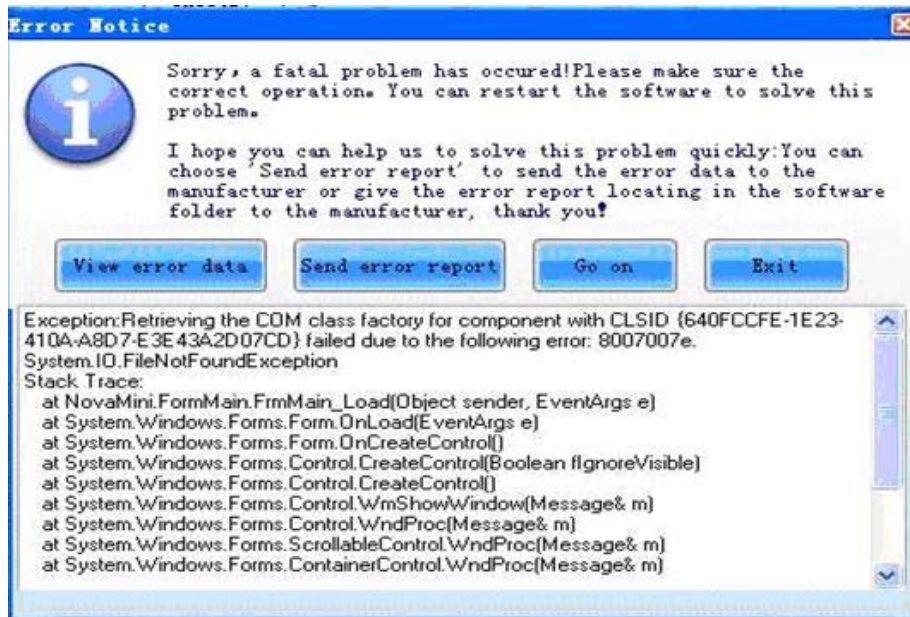


Fig.1.4 error message

Please contact us for technique support. And please click Send Error Report if internet is available for the computer. If internet is not available, please click View Error Data and copy all the data to a .txt file.

10. Why NovaStudio2012 can not load media sources which it can before?

Select **Help** -> **Reregister Decoder** from the main menu of Novastudio2012. Allow all operations if they are blocked by OS or firewall.

11. In IE6 environment, use the keyboard arrow keys to move the display position of the web media (do not use the mouse wheel).

12. About playing Word and Excel files

- Can not support **wps** format file, please convert it as **doc** or **docx** format file;
- To play the Word and Excel file of 2003 version, please make sure that the current computer has been installed the Word and Excel environment of the corresponding version(Office2003); Similarly, to play the Word and Excel file of 2007 version, please make sure that the current computer has been installed the Word and Excel environment of the corresponding version(Office2007);

- If Word or Excel file contains a number of complex embedded objects or hyperlink objects, NovaStudio2012 does not support the play of these objects.