



**SCREEN** SUBTITLING  
SYSTEMS

# **Poliscript Frequently Asked Questions**

Version 2.0

**Current Poliscript Build: Version 2.4 Build 17**  
Please note this document is correct up to  
21<sup>st</sup> January 2009

**Known Issue:**

- Encoder modules (T3000, G3, G5, PNG) in Microsoft Vista crash when any USB device is unplugged. The crash is not caused by Poliscript or the encoder modules themselves, but by a low-level Vista issue.

**Solution:**

- Avoid unplugging any USB devices whilst using Poliscript driving an Encoder.

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**Q) Is there an upgrade path from Win2020 to Poliscript?**

**A)** Yes there is. Follow the instructions in the Poliscript Installation Guide document on the Screen website once a new dongle and Poliscript CD-ROM has been received.

**Q) What is the minimum System specification to allow Poliscript to run correctly?**

**A)** The minimum specification has been recently revised:

- Windows 2000, XP, Vista 32-bit & 64-bit
- Pentium 4 3GHz CPU
- 1Gb (XP) or 2Gb RAM (Vista)
- 400Mb minimum, 2Gb maximum HDD space
- A 2<sup>nd</sup> HDD to store/capture SV3 clips
- 128Mb (Standard Definition video) or 256Mb (High Definition video) DirectDraw-compatible Graphics card
- 32-bit colour depth mode or capability
- PCI Sound Card

**Q) What Video Capture devices are known to work with Poliscript?**

**A)** The following devices have been tested and known to work correctly with Poliscript:

- Canopus ADVC-55 (XP, Vista 32-bit & 64-bit)
- Canopus ADVC-110 (XP, Vista 32-bit & 64-bit)
- Canopus ADVC-1394 (XP, Vista 32-bit & 64-bit)
- Pinnacle Studio Movieboard Plus PCI (XP, Vista 32-bit)
- Pinnacle PCTV 110i (XP, Vista 32-bit & Vista 64-bit)
- Pinnacle PCTV Analog Pro PCI (XP, Vista 32-bit & 64-bit)
- Pinnacle PCTV Analog Pro (150e/55e) USB (XP, Vista 32-bit)
- Hauppauge WINTV GO-2 Model 759 (XP)
- Hauppauge WINTV GO Model 607 (XP)

**Q) What Timecode cards are known to work with Poliscript?**

**A)** The following devices have been tested to work correctly with Poliscript:

- Alpermann-Velte PCI-LV (XP, Vista 32-bit)
- Alpermann-Velte PCL-D (XP, Vista 32-bit)
- Alpermann-Velte PCI-HD (XP, Vista 32-bit)

**Q) Do Windows XP users require any additional information?**

**A)** Yes. Users with Windows XP Service Pack 2 upwards should note that following a successful install of Poliscript they may need to unblock Poliscript, NameMaintainer and PortiaGateway. These prompts appear if Windows Firewall is enabled; when prompted simply click unblock.



**Q) Do Windows Vista users require any additional information?**

**A)** Yes. User Access Control prompts the user on many occasions during the installation and use of Poliscript. Be sure to click Accept/Continue in these circumstances. Vista users will also experience the same issues with Windows Firewall as mentioned for XP.

**Q) What legacy hardware is not compatible with Poliscript?**

**A)** The following devices are not compatible:

- Screen Timecode and Vidcache cards support has been ceased as of Poliscript Version 2.07 Build 11. This was due to issues caused by these devices with ACPI-compliant hardware.
- Poliscript keyboards may not function correctly on newer computers. It should also be noted that Poliscript keyboards will not function in Vista 64-bit.

**Q) What do all the different options on the Poliscript Installer mean?**

**A)** All the various installation options are detailed in the Poliscript Installation Guide document on the Screen website.

**Q) The Poliscript installation did not come with a Configuration Diskette, but the installation asks for one?**

**A)** This is a legacy feature of the installer. Essentially this allows a user to import configuration (.ost) files from a previous installation into a new installation. This is not compulsory, so simply pressing cancel and clicking yes when prompted will allow the install to continue.

**Q) After installing Poliscript the software states "Poliscript disabled in Software Key"?**

**A)** The USB HASP dongle was probably in the machine during the installation. Remove the dongle from the PC and uninstall Poliscript *and* the HASP drivers. Restart the PC then reinstall Poliscript, restart the PC again and then insert the USB dongle.

**Q) Which video formats can be imported in Poliscript?**

**A)** Poliscript is currently designed to accept the following file types for import:

- MPEG (.mpg, .mpeg, .m2p & .mp2)
- Windows Media Files (.wmv & .wma)
- AVI (.avi)
- QuickTime (.mov & mp4)
- **Note: Divx and Xvid codecs are NOT officially supported.**
- **Note: VOB file support is not included. Screen does NOT endorse trans-coding from copy-protected media.**



**Q) What is needed to use QuickTime (.mov, .mp4) files in Poliscript?**

**A)** The Medialooks QuickTime codec needs to be installed from the Poliscript setup CD (labelled as QuickTime Codec on the setup splash-screen). The user must also install QuickTime 7.5 or above from the Apple website.

**Q) What is needed to use MPEG-2 (.mpg, .mpeg, .mp2) files in Poliscript?**

**A)** The MainConcept MPEG-2 codec needs to be installed if MPEG-2 digital video is intended for use on the Poliscript workstation. This codec is not available on the Poliscript CD and must be requested by emailing [support@screen.subtitling.com](mailto:support@screen.subtitling.com).

**Q) What is needed to use ISO MPEG-4 (.mp4) files in Poliscript?**

**A)** The Medialooks QuickTime codec needs to be installed from the Poliscript setup CD (labelled as QuickTime Codec on the setup splash-screen). The user must also install QuickTime 7.5 or above from the Apple website.

**Q) Do you have any recommendations regarding SV3?**

**A)** We recommend the following:

- Screen does not recommend using PC motherboard audio sound devices. These generally load the CPU heavily during audio processing. Disable on-board devices in PC BIOS and install a PCI compatible sound card with DirectSound support.
- Do **not** run other applications in the background when running Poliscript.
- Do **not** run screensavers, on-access antivirus scanners or email applications when running Poliscript.
- If the problem of poor quality video capture persists, create a user profile with as many system resources disabled as possible (such as COM and USB ports, modem cards, etc).

**Q) During an SV3 Import can the whole file be browsed from the outset?**

**A)** No it cannot. This is because SV3 *caches* the video into Screen's proprietary format. The only video that can be browsed is that which has already been cached. The progress is shown in the status bar at the bottom of the window. To improve import speeds please choose the Fast Import Mode option.

**Q) Can SV3 files be shared between subtitlers?**

**A)** Yes they can. It is best to copy the SV3 files locally to the Poliscript workstation, rather than accessing them across a network. Ensure ALL SV3 files (.vid, .vfi & .vcc) are copied across for the clip.



### **Q) Poliscript appears to lose frames of video?**

**A)** There are two distinct types of import:

- Digital File Import:  
If there appears to be dropped frames in a digital file import please use the Fast Import Mode in SV3. If the computer is left alone then this is much faster than a conventional import.
- Video Capture:  
A frame of video may be duplicated or dropped to allow for discrepancies caused by a difference in video capture card and Poliscript timings. The timecode may be re-stripped to try and iron out frame inaccuracies.

A second HDD is recommended for capturing SV3 clips. The reason for this is that utilizing the System drive for both could cause frame inaccuracies.

In either case the source media should be checked first as it is common that the issues originate from the source.

### **Q) During video capture the Audio Waveform Bar does not appear to display a valid waveform?**

**A)** This is probably because the audio signal was not of a high enough level to correctly translate in the SV3 import. A feature can be enabled in SV3 → Settings → Audio Waveform Boost Level to boost the signal. This appears in the Audio Waveform Bar itself as a number. This cycles from 0 to 6, the higher the number the larger the signal boost.

### **Q) Can the default start time be changed in SV3 and MediaBrowse?**

**A)** Yes. The default start time can be specified in SV3 → Settings → Default Start Time.

### **Q) Can alternative audio tracks be used in Poliscript?**

**A)** Yes they can. This new functionality allows the user to import wav and mp3 files as alternative audio tracks which can be easily switched between. These can be synced to set points in the original audio to ensure correct timing. Please see the Poliscript SV3 Audio Tracks PDF on the website for more information.

### **Q) Why is the PC muting itself when doing an SV3 import?**

**A)** This is probably down to incorrect SV3 Mute settings:

- If a digital file is being used then any mute selection is completely unnecessary. To disable this feature go to SV3 Mute Selector and check the Disable Mute Control Selection option.
- If a capture is being carried out using a video capture device ensure that the Line-In option is selected within SV3 Mute Selector.



**Q) Why is the audio repeating/echoing during a video capture?**

**A)** This is because the line-in audio is not being muted. To prevent this from occurring please mute line-in on the mixer panel but please ensure that it is enabled on the recording mixer.

**Q) How can errors during an SV3 import be overcome or avoided?**

**A)** These errors could be the result of a number of issues:

- Is SV3 enabled? If the menu is greyed-out then this is the case. If SV3 should be enabled in the HASP dongle then please contact [support@screen.subtitling.com](mailto:support@screen.subtitling.com).
- Try checking the file path. Poliscript will not work correctly with file paths that use non-Latin characters in directory or file names.
- Try reinstalling the video codecs on the Poliscript workstation (ensure compatibility renderer is enabled on Xvid codec)
- Check the capture devices. Ensure they are visible and configured correctly.
- Check the SV3 Errors document on the latest version of Poliscript. This is found in the documentation folder of the installation.

**Q) Why is timecode not visible in Poliscript?**

**A)** This could be due to a number of issues:

- The start time can be specified when importing a clip in SV3 or MediaBrowse.
- If a timecode card is installed:
  - o Has the card been installed correctly?
  - o Have the correct drivers been used?
  - o Has the card been provided with correct inputs and valid feeds with timecode on them?
  - o Is VITC or LTC being used? Check in Setup Options to see which is selected in Poliscript.

**Q) The timecode card is not showing up in timecode card options?**

**A)** This is usually due to a driver mismatch. In previous versions of Poliscript the driver used within Windows needed to be copied to the C:\Poliscript\System directory. This functionality has been superseded and it is recommended that the Poliscript installation is updated to the newest version.

**Q) Is there a free-running timecode source within Poliscript?**

**A)** Yes there is now a free-running timecode clock included within Poliscript itself. This can be found under the tools menu in the Internal Timecode Clock option. The start time can be modified to whatever is required. Please note that this option is not available when using SV3 or MediaBrowse.



**Q) What aspect ratios are available?**

**A)** 4:3 and 16:9 aspect ratios are available. These can be switched between using the Aspect Ratio option found in the View menu.

**Q) Is frame-by-frame browsing possible in MediaBrowse?**

**A)** No it is not. MediaBrowse is only designed for very quick browsing through a file to assist in entering cues. For more precise queuing SV3 should be used.

**Q) Why does MediaBrowse video appear in a separate window?**

**A)** This is usually an issue with some on-board graphics cards. Ensure the graphics card drivers are updated to the latest version. It may also be prudent to reinstall the video codecs in this situation.

**Q) Why is there no video overlay in Poliscript?**

**A)** Check the Video menu. Ensure the correct input is set and check the properties option and ensure the video standard is configured as required. The colour depth should also be set to 32-bit. This can be verified by going to Control Panel → Display → Settings.

**Q) Can access rights issues be avoided in Poliscript?**

**A)** Yes they can. By default Poliscript now centrally stores all timecode files (.tcd). This allows the user to potentially load media from a read-only source such as optical media or network drives.

It is also recommended that full read/write/execute access is granted to the C:\Poliscript directory.

**Q) Why have the Open and Save windows changed in Vista?**

**A)** These windows changed to function more in the Vista style. The old style windows can be enabled by going to Tools → Customize and going to the Features tab and then un-checking the option labelled Use New Style Open / Save Dialog Box.

**Q) Is the F1 Menu from Win2020 still available?**

**A)** Yes it is. Poliscript has a Traditional View setting within the View tab. Once checked Poliscript will function in a Win2020 style utilizing the F1 menu.

**Q) Where can keyboard shortcuts be found?**

**A)** These shortcuts can be found for a standard PC keyboard and a Poliscript keyboard within the Poliscript help file. These documents are also available as a separate PDF on the Screen website.



**Q) Why is the required subtitle file type not available?**

**A)** Poliscript supports PAC (.pac), EBU STL (.stl), Cavena (.890), ASCII (.txt), BIG5 (.ovr), GBCODE (.sim), SCRIFT (.zhp), JISCODE (.jis), NIC (.cap) and UNICODE (.txt).

In the event that a file type is not present in the drop-down list the .ost file will need to have the file type enabled. In this situation please email the .ost file being used from the C:\Poliscript\System directory to [support@screen.subtitling.com](mailto:support@screen.subtitling.com).

**Q) Why does Poliscript say "File Truncated" when opening/appending files?**

**Q) Why is there a 2554 subtitle limit within a single file?**

**A)** Since version 2.0.6 build 10 there has been an upper limit of 9999 subtitles in a file. To enable this feature Poliscript must be closed. Then the .ost file being used (located in C:\Poliscript\System\) should be opened in Notepad.

Locate the text shown below:

```
// Subtitle nodes 1=41 (1634 ST's) 2=51 (2554 ST's) 3=110  
(9999 ST's)  
90 2
```

Change the 90 2 to 90 3 and save the .ost file to enable the extra capacity. Please note the .ost file should have been used at least once before build 10 to enable the extra capacity.

To avoid the above simply upgrade to the latest version of Poliscript.

**Q) How is Poliscript configured to drive a G3/G5/T3000?**

**A)** The Support section of Screen website provides concise, informative documentation regarding the configuration details for driving any output device.

**Q) What is the process to report issues where solutions have not been disclosed in this document?**

**A)** If any issues are encountered there are a number of steps that can be taken. Poliwise contract holders can contact Screen's Customer Care department 24 hours a day, 365 days a week on +44 (0) 1473 834534 or by email on [support@screen.subtitling.com](mailto:support@screen.subtitling.com).

Between the hours of 9am to 5pm (weekdays, excluding UK national holidays) the support engineers can offer remote assistance as well as telephone and email support to non-Poliwise customers.

Please note that Poliwise contract holders will be given priority on support issues. Non-Poliwise customers that make support enquiries may be liable to standard support charges. To enquire about Poliwise please contact [Poliwise@screen.subtitling.com](mailto:Poliwise@screen.subtitling.com).



## **Q) What do all the different font names mean?**

**A)** The following list shows a few of the fonts used in Poliscript. Other characters used indicate condensed (C), bold (B) or anamorphic (A). A through to X indicates the revision information; however this will be the first character after the size of the font. The last character will be set either for preparation (P) or wide-preparation (W).

AN – Arial Narrow  
ACL – Arial Cyrillic and Latin  
AKN – Akbar Narrow (Arabic)  
AKB – Akbar Regular (Arabic)  
ALK – Alka (Arabic)  
AM – Arial Medium  
ANA – Arial Narrow Anamorphic  
ANC – Arial Narrow Cyrillic  
ANG – Arial Narrow Greek  
ANG – Arial Narrow Greek Anamorphic  
ANH – Arial Narrow Hebrew  
ANL – Arial Narrow with Latin and Latvian  
ATXF – Teletext Font  
CBB – Chinese Traditional FHei  
CGM – CGM (Latin)  
CHN – Chinese Traditional CNN  
DIW – Diwany (Arabic)  
DLB – Dillenia Bold (Thai)  
FH – Frankruehl (Hebrew)  
GS – Gill Sans  
HAN – Helvetica NOB Latin  
HANA – Helvetica NOB Latin Anamorphic  
HRH – Hermon Light (Hebrew)  
HN – Helvetica Narrow Latin  
HLV – Helvetica  
HLMC – Helvetica Latin Medium Condensed  
HVT – Helvetica Rythmographic Latin  
JM – Japanese Maru  
JMRG – Japanese Maru Round Gothic  
KOR – Korean  
LBH – Levenim Bold (Hebrew)  
NGA – News Gothic Bold Condensed Anamorphic  
NGC – News Gothic Condensed  
SHZ – Shirzad (Farzi)  
SIA – Simplified Arabic  
SVM – Universal Medium Latin  
TAL – Traditional Arabic Latin Numerals  
TAR – Traditional Arabic  
UNV – Universal Style65 Latin  
UVC – Universal Style 65 Condensed  
VK – Simplified Kai Chinese  
YS – Simplified JYuan Chinese  
YT – Traditional FYuan Chinese