

# Mync

Media Player, Organizer and Uploader

## Release Notes

Software Version 1.40.3340 (April 2018)

# 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 1.40.3340

*This update provides the following additional features:*

- Support to export Storyboard to H.265 (HEVC) clip on Intel 6<sup>th</sup> or later Generation Corei processor based system using Intel Quick Sync Video (only Mync Standard)
- Support to edit HDR content in Storyboard (only Mync Standard)
- Support GPU to decode Sony and Canon Cinema RAW clip
- Support to search Color Space in library and Storyboard
- Support different Windows DPI settings configured on each monitor

## Update History

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

- Mync displays connected drives incorrect order
- Cannot search still image clip that has larger ISO number
- Mync full-screen view works incorrectly if DPI settings changed
- Mync displays still image incorrect size if rotated
- Mync detects clip duration incorrectly on certain WAV clip
- Control panel does not close after starting playback a clip in full-screen mode

## 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:** 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](#) more details.