AMBROSIA®
SOFTWARE

presents...

SnapzProX

The professional's
screen capture tool
for Mac OS X

Welcome to Snapz Pro X

With the release of the award-winning Snapz Pro for Mac OS X, Ambrosia Software, Inc. brings relief to the huddled masses who have suffered through using the built-in screen capture features Mac OS X offers. Once Snapz Pro X is installed, a single keystroke can immediately save anything visible on screen in a wide variety of image file formats. Snapz Pro X supports saving screen images as .BMP, .PICT, .GIF, .JPG, .PNG, .TIFF, .PDF, or Photoshop files, and can even record the action as a QuickTime movie! Screenshots can be scaled, cropped, color depth-changed, and dithered. Snapz Pro X can also add borders, automatically generate thumbnails, overlay watermarks or copyright notices... you name it, we've got it!

Using Snapz Pro X, you don't have to tell people about how cool a game is or how to use a particular program -- you can just take a picture or movie of it and show them! The images Snapz Pro X generates are all web-ready, as are the QuickTime movies it makes -- just upload 'em and go! To capture an image that is on screen, either use Snapz Pro X's powerful selection tool, or you can give the innovative new Objects tool a whirl. The Objects tool lets you simply click the windows/menus you'd like to capture, and Snapz Pro X will take care of saving them! Snapz Pro X also works when most other capture utilities won't, making it the screenshot utility of choice for manual writers, web publishers, and other media professionals.

Snapz Pro wasn't just ported to Mac OS X, it was rewritten from the ground up to use the exciting new technologies that Mac OS X has to offer. Support for these cool new features permeates Snapz Pro X like genetic superiority in a thoroughbred: long file names, automatic preview icons on image files, Unicode/international support, and bullet-proof operation are just a few of the pleasantries you will enjoy.

This new version of Snapz Pro also adds a host of features that Snapz Pro 2 never had, from a cool new "Fatbits" tool that lets you zoom in on the pixels on your screen to automatically generating image thumbnails. Download Snapz Pro X now to see what an application can do when it is written from the ground-up for Mac OS X.

If you just want a better image capture tool, you can get that in spades with Snapz Pro X 2 for $29.00. If you're into higher-end work and need movie capture too, you can get that for $69.00 (you can also upgrade at any time to add the movie capabilities for the difference in cost). Upgrading from Snapz Pro X 1.x.x With Movie Capture to Snapz Pro X 2 with Movie Capture costs $20.00.

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Quick and Easy Instructions

Just the basics for those who hate manuals

Getting Started

The first time Snapz Pro X 2 is launched, it will add itself to the login or startup items automatically. Each time the computer is restarted, or logged into, Snapz Pro X 2 will be launched, and running invisibly in the background. To capture an image, or record a movie with Snapz Pro X 2, invoke it with the Snapz Pro X hot keys (**Command-Shift-3** by default). Snapz Pro X 2 will only add itself to the login items once, so if it's removed from the login or startup items, it will stay removed unless it is manually added.

*For more info see the section called **Setting Up Snapz Pro X.***

It's not necessary for Snapz Pro X to be in the login items, but if Snapz Pro X isn't in the login items, it will have to be launched manually each time you restart or login to your machine. When Snapz Pro X is launched a splash screen will appear indicating that it's starting up and running in the background. To use Snapz Pro X, invoke it with the hot keys (**Command-Shift-3** by default). Though it's not recommended, Snapz Pro X can be launched from the Dock.

Capturing a Static Image
To use Snapz Pro X, invoke it with the hot keys (**Command-Shift-3**
by default).

The image will be saved in the location set in the **Send to:** popup
menu. To capture a static image, click on the **Screen**, **Object** or
Selection buttons.

The **Screen** tool captures the full screen. Snapz Pro X 2 is fully aware
of multiple monitors. To capture more than one monitor, **Shift** click
inside the second monitor.

The **Object** tool captures windows, menus, submenus and any other
objects on screen.

The **Selection** tool allows the user to select any portion of the screen.

Once a tool has been selected, a tool palette will appear containing
options related to that tool, and options for saving the image.

*For more info see the section called **The Snapz Pro X Capture Tools**.*

Selecting the File Type
Use the **File type:** popup menu in the capture tool palettes to select the file format that you would like the image to be saved in.
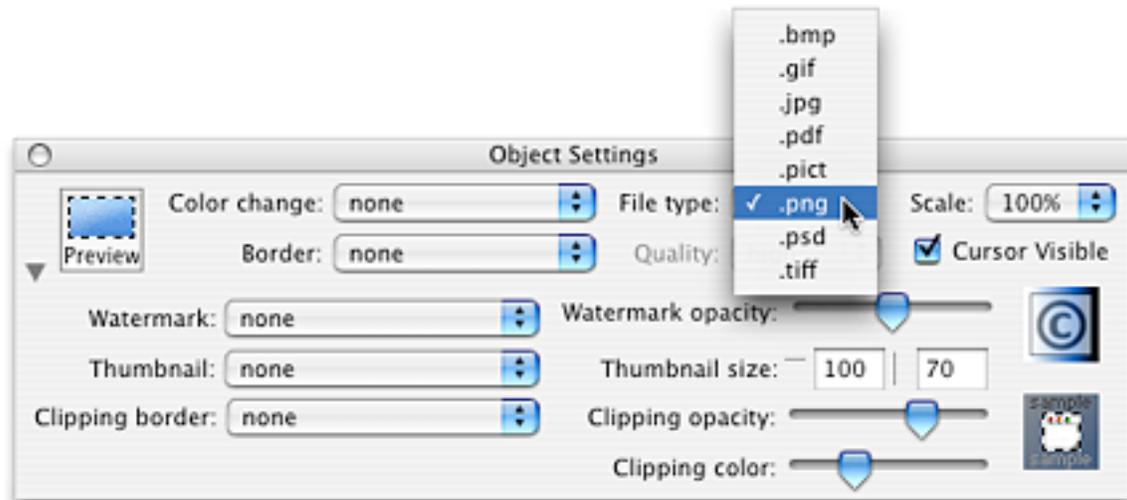
Set the other image options in the tool palette.

*For more info see the section called **Saving a Static Image and Image Options***.

The **Preview** button can be used to show an onscreen preview of the image with the current settings. Make changes to the settings, and the preview is updated live. This allows you to instantly see the effect that the various settings have upon your screen capture.
Once the object or selection to capture has been chosen, and the image options have been set, capture the image by either pressing the **Return** key, or by double-clicking the image element to be captured.

Capturing a QuickTime Movie
To record a Movie, invoke Snapz Pro X with the hot keys (**Command-Shift-3** by default) and click on the **Movie** button.

Set the desired Frame rate in the **Framerate:** popup menu.

Set the options for including a Microphone track, and/or Mac audio.

Set the other options for Movie Capture.

*For more info see the section called **Recording a QuickTime Movie**.*

Select the area to be recorded and either press the **Return** key, or double-click within the selection. To stop recording the movie, press the hot keys once more (**Command-Shift-3** by default).

Choose the audio, video and microphone track settings, and then click on the **Save Movie** button to convert the temporary tracks to QuickTime movie format.

*For more info see the section called **Recording a QuickTime Movie**.*

The Movie will be saved in the location set in the **Send to:** popup menu in the Snapz Pro X main capture palette.

Changing the Snapz Pro hot keys
Invoke Snapz Pro X using the default hot keys (**Command-Shift-3**)
and click on the Preferences tab.

Type the key to use as the Snapz Pro hot keys into the Snapz Pro hot
key: field. Choose any combination of modifier keys using the
Modifier key: popup menu.
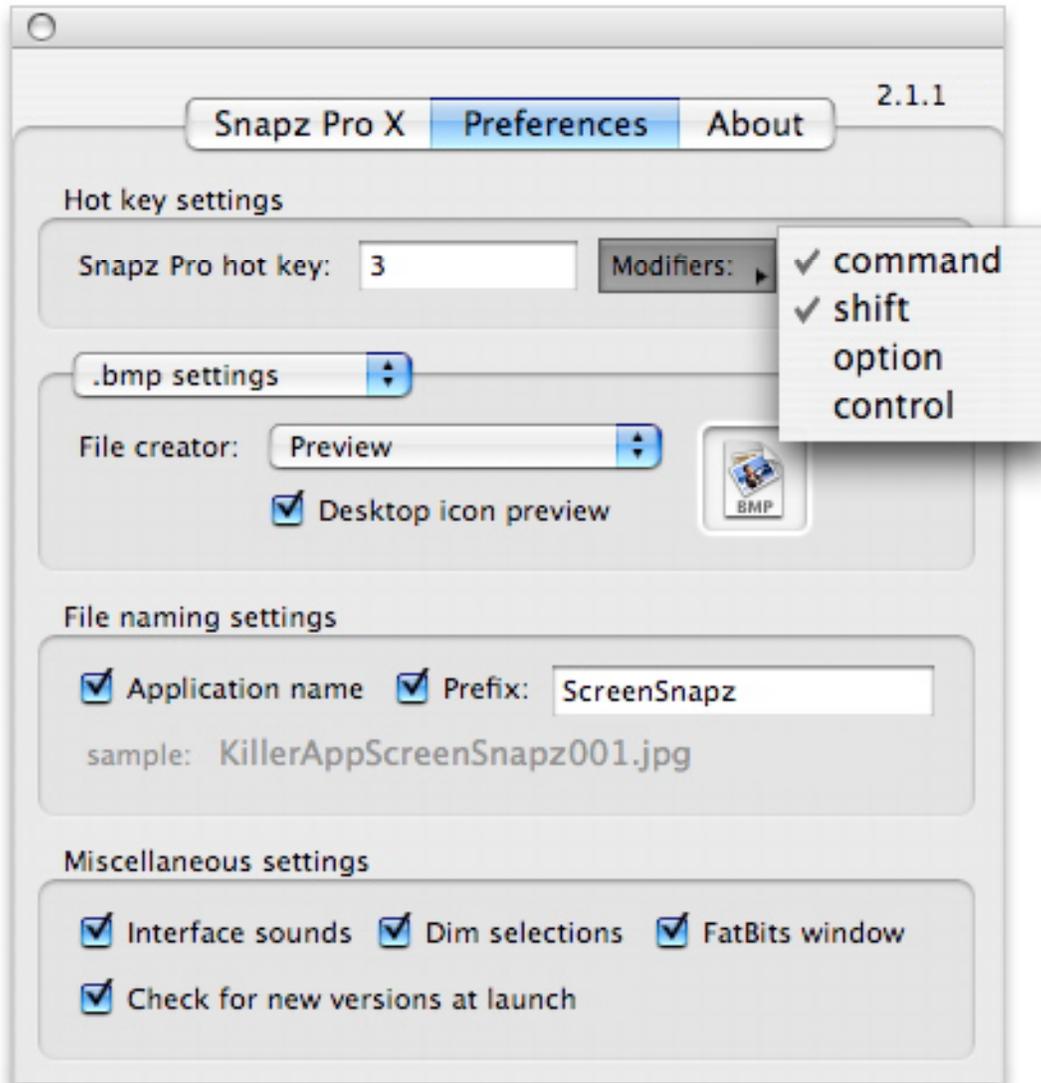
Those are the basics for using Snapz Pro X. With this info, you should
be able to capture static images, and record movies of action on
screen. For more in depth explanations, read on.

<u>Setting Up Snapz Pro X</u>

Configuring Snapz Pro X

Snapz Pro X is engineered to run invisibly in the background. It's a very low profile application that uses virtually no system resources until it's actually in use.

The first time Snapz Pro X is launched, it will add itself to the login or startup items. Each time the computer is started or logged into, Snapz Pro X will be launched automatically. Snapz Pro X will only add itself to the login items once, so if it's manually removed, it'll stay removed.

Adding Snapz Pro X to the Login or Startup Items

If Snapz Pro X has been removed from the login items, it will have to be put back manually.

To return Snapz Pro X to the login or startup items for your account, simply open the **System Preferences** and click on **Accounts**
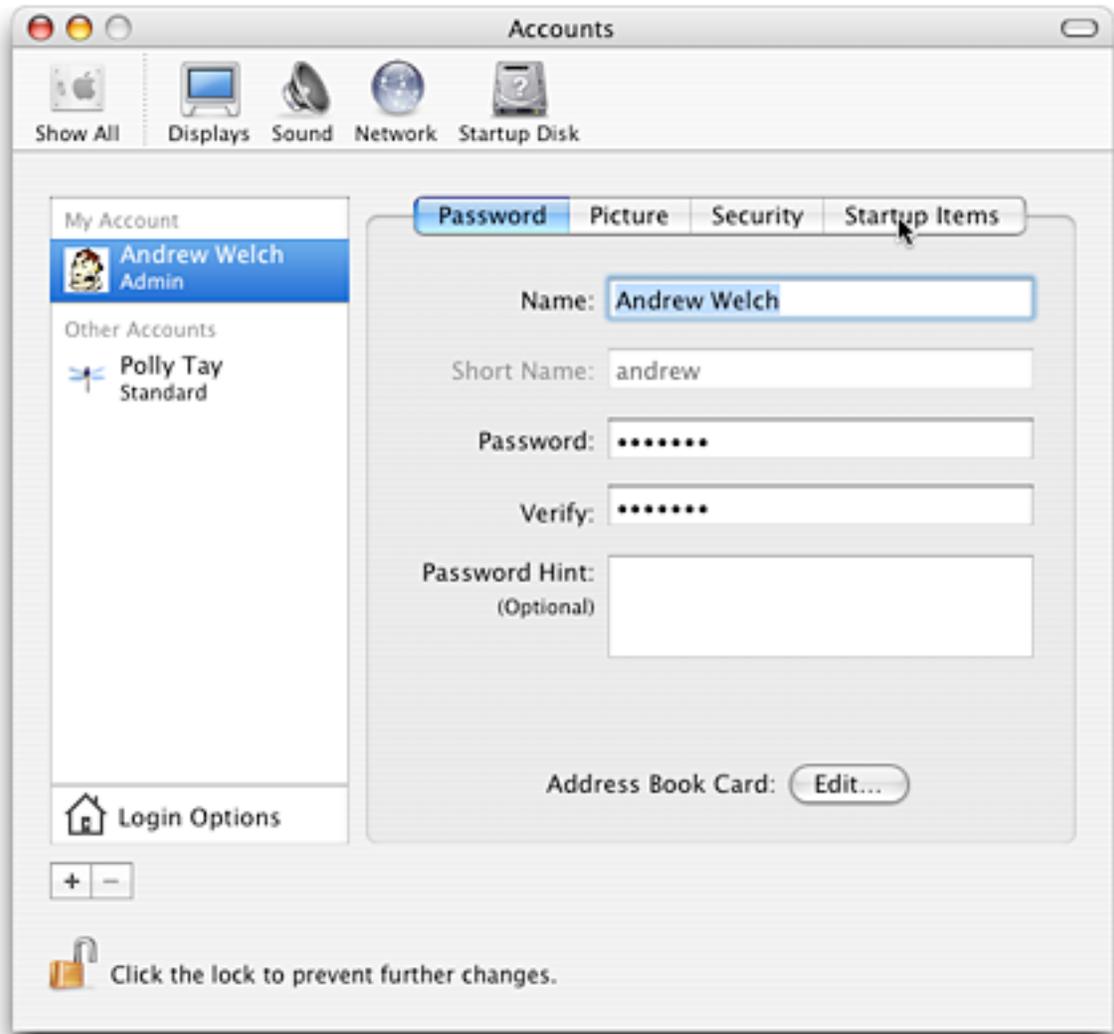
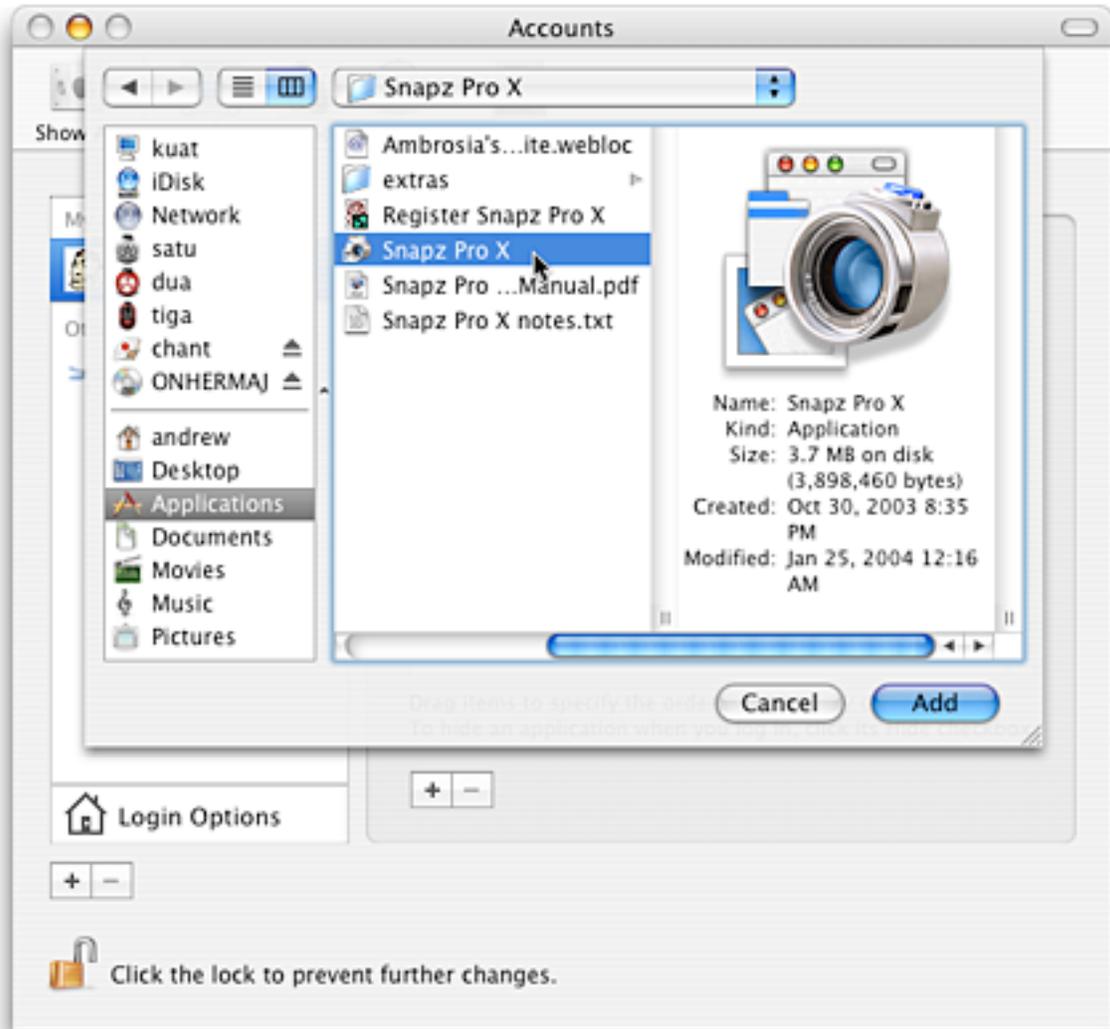Select your account. In OS X 10.3.X, click on the **Startup Items** tab, in OS X 10.4, click on the **Login Items** tab. Click the **Add** button, navigate through your Applications folder to the Snapz Pro X folder, select the Snapz Pro X application, and then click on the **Add** button again.

Now Snapz Pro X will be launched and running invisibly in the background each time the computer is restarted or logged into your account. When an image or movie needs to be captured, invoke Snapz Pro X using the hot keys (**Command-Shift-3** by default).

If you do not want Snapz Pro X to launch on startup or login, it will have to be launched by double-clicking it each time you start your computer. Once Snapz Pro X is running, do not launch it again from the Applications folder, or the dock (if it's been placed there). Only invoke it by pressing the hot keys (**Command-Shift-3** by default).

Preferences

To access the Snapz Pro X 2 preferences invoke Snapz Pro X 2 with the hot keys (**Command-Shift-3** by default) and click on the **Preferences** tab.
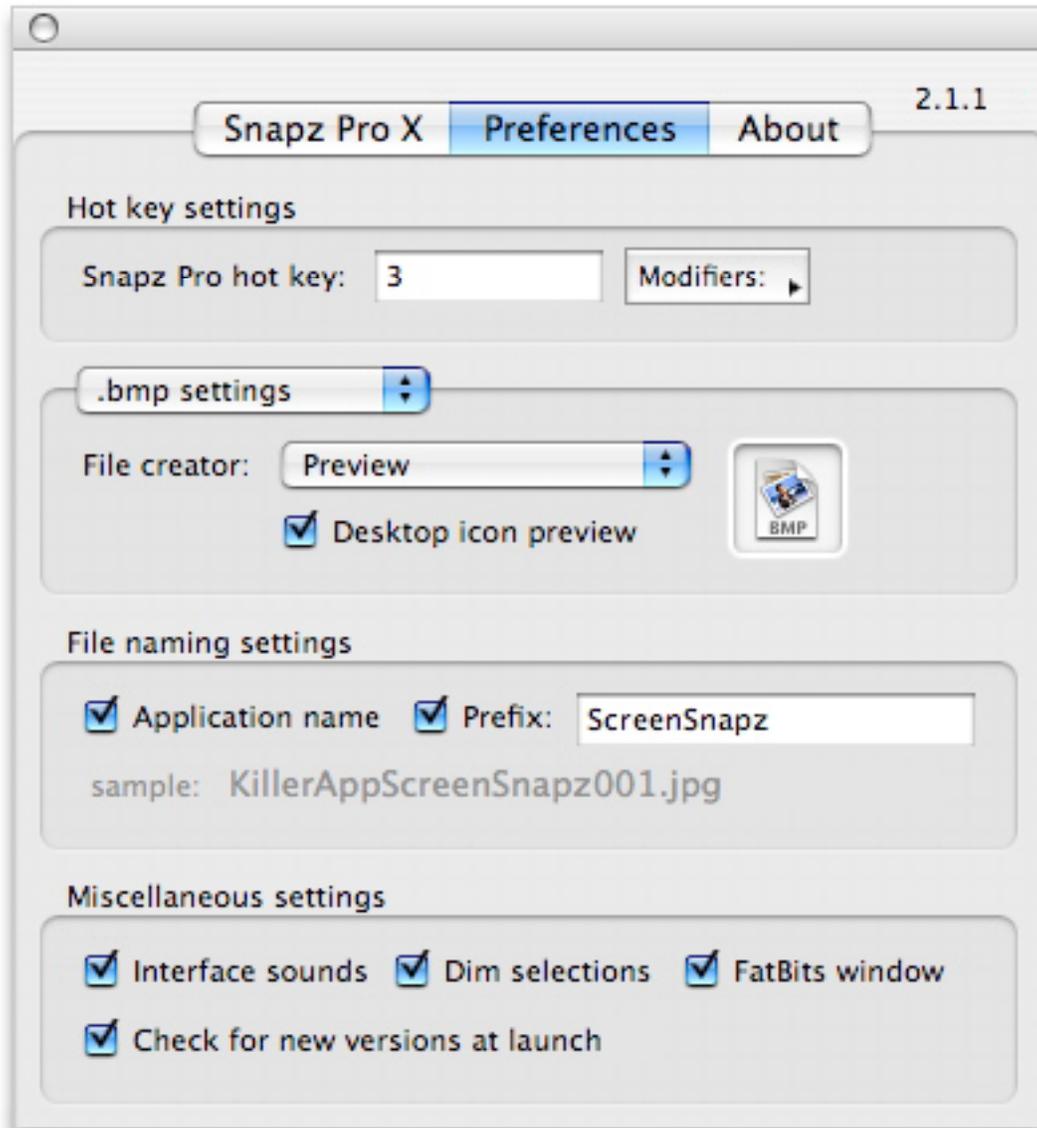
The **Snapz Pro hot keys** can be set in the Snapz Pro X Preferences in the **Hot keys settings**. Type the hot key into the **Snapz Pro hot key:** field and then choose any combination of modifier keys in the **Modifiers:** popup menu.

Image settings: These popup menus are used to set the creator type for each of the file types Snapz Pro X can create. For example, all .jpg files can be set to open in Photoshop when opened in the Finder.

Desktop icon preview: With this check box selected, Snapz Pro X will create a desktop icon of the image you create.

File naming settings: These options are used to change the format of the default filenames when the **Choose file name** check box, located in the **Capture options** area of the main Snapz Pro X capture palette, is not selected.

Interface sounds: With this check box selected, Snapz Pro X will use audio cues to indicate its functions. This includes camera sounds for still captures as well as spoken comments for movie capture.

Dim Selections: With this check box selected, the area on screen to be captured remains fully lit, while areas being ignored are dimmed to help to differentiate UI elements.

FatBits window: Checking this box toggles visibility of the FatBits window. If the FatBits window is turned on, it is displayed when an area of the screen is selected. The FatBits window includes the size of the currently selected area, and the current location of the cursor on screen. Additionally, the pixels beneath the cursor are magnified for precise, pixel-by-pixel, selection. If the FatBits window is turned on, holding the **Control** key during a capture will dismiss it. If the FatBits window is turned off, holding the **Control** key will display the FatBits window.
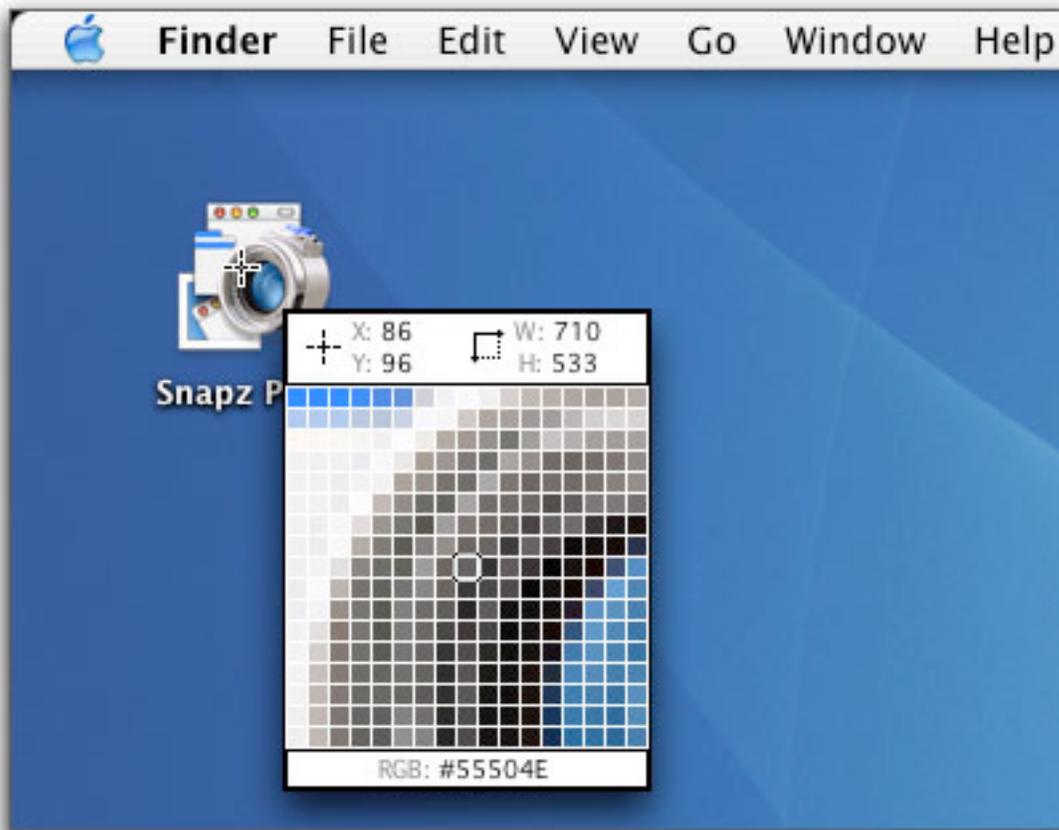
The Snapz Pro X Capture Tools

Implements of the premier OS X screen capture utility

When Snapz Pro X is invoked, the main capture palette will appear.
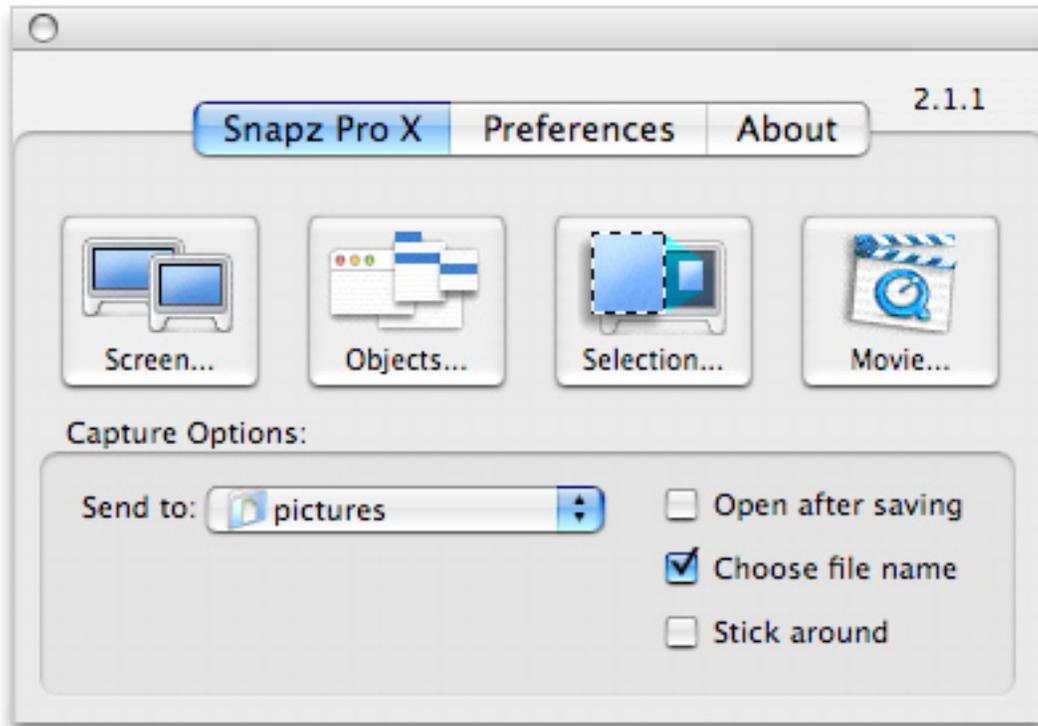
The first three tools, **Screen**, **Object** and **Selection**, are all for static image capture. The **Movie** tool is for recording QuickTime movies of whatever is happening on your monitor.

You can click on a tool's button to select it, or use the **1**, **2**, **3**, or **4** keys to select the **Screen**, **Object**, **Selection** or **Movie** tools respectively.

The Screen Tool

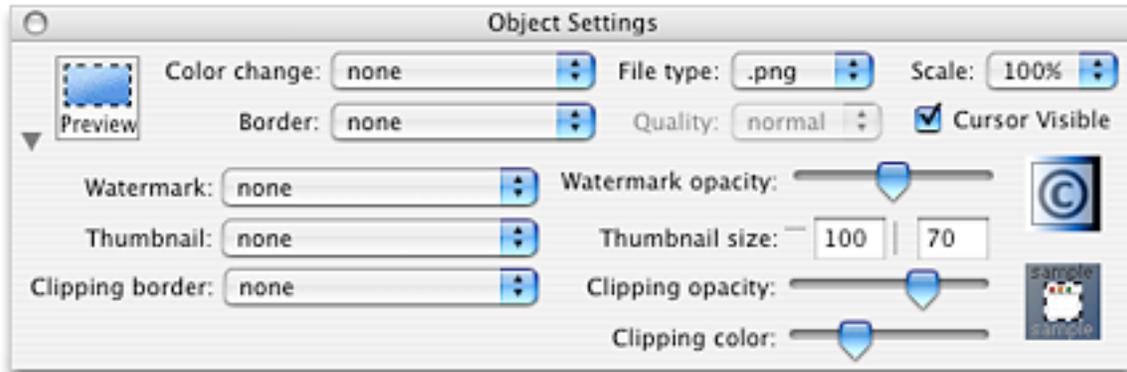The Screen tool is used to capture an image of the entire screen. Invoke Snapz Pro X with the hot keys (**Command-Shift-3** by default) and click on the **Screen** button. The Screen tool can also be selected by pressing the **1** key.

When the Screen tool has been chosen, the primary monitor will be highlighted. To capture the screen of any secondary monitor, click inside it. To capture two monitors, **Shift** click inside the second.

The Screen tool palette can be reduced in size by clicking the disclosure triangle next to the Preview button.
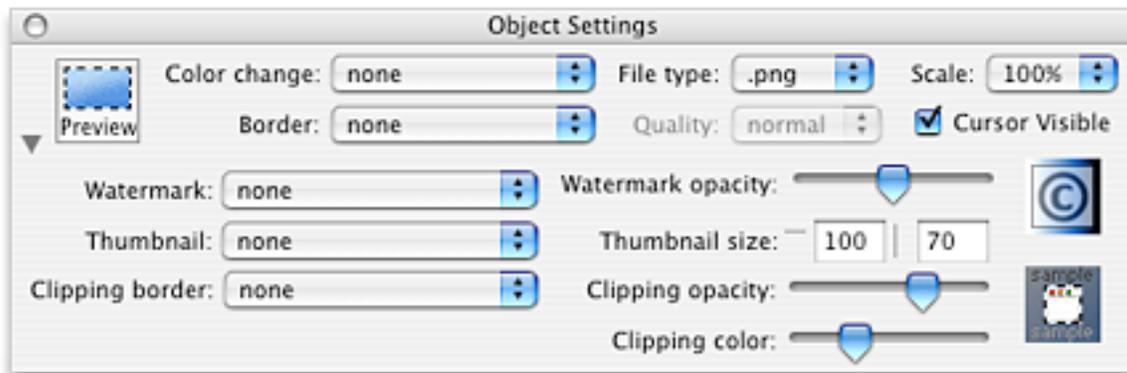
The options for saving the image in the Screen tool palette appear in the palettes of all of the static image tools.

*For more info on image options see the section called **Saving a Static Image and Image Options**.*

Once the image options have been set, either press the **Return** key or double-click anywhere on the screen to capture the image.

The Object Tool

The Object tool is used to capture an image of any object on screen, including windows, the Dock, menus, submenus and dialog windows. Invoke Snapz Pro X with the hot keys (**Command-Shift-3** by default) and click on the **Object** button. The Object tool can also be selected by pressing the **2** key.

When the Object tool has been chosen, the foremost object on screen will be highlighted by default. To select a different object on the screen, simply click inside it. **Shift** clicking on multiple objects will select a group of items on the screen. To capture a menu, or submenu, pull down the menu, invoke Snapz Pro X and then select the Object tool.

The Object tool palette can be reduced in size by clicking the disclosure triangle next to the Preview button. The options for saving the image in the Object tool palette appear in the palettes of all of the static image tools.

*A complete description of the options for saving the image is in the section called **Saving a Static Image and Image Options**.*

Once the objects have been selected, and the image options have been set, either press the **Return** key, or double-click one of the selected elements to capture the image.

The Selection Tool

The Selection tool is used to capture an image of a selected area of the screen. Invoke Snapz Pro X with the hot keys (**Command-Shift-3** by default) and click the **Selection** button. The Selection tool can also be selected by pressing the **3** key.
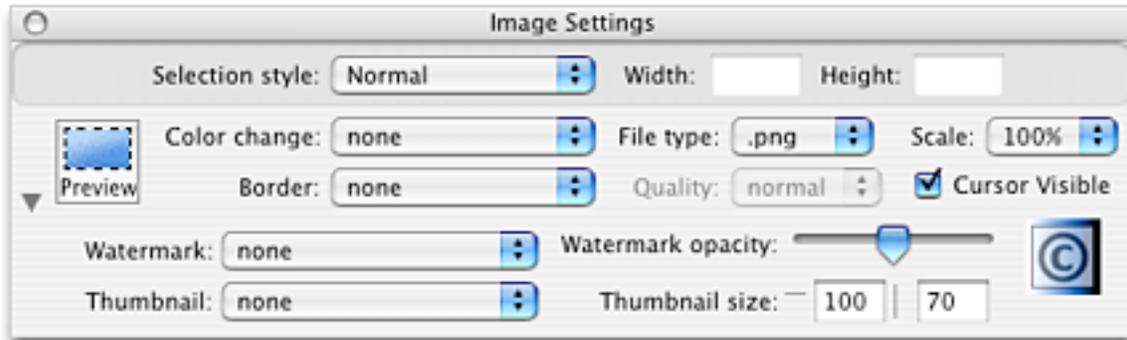
When the Selection tool has been chosen, the last selected area is highlighted. The selection can be resized by grabbing the sides, or corners, and moved by clicking inside the highlighted area and dragging the selection. Clicking and dragging outside the selected area will create a new selection.

The Selection tool palette can be reduced in size by clicking the disclosure triangle next to the Preview button.

Selection style: This popup menu sets the type of selection that will be used with this tool.
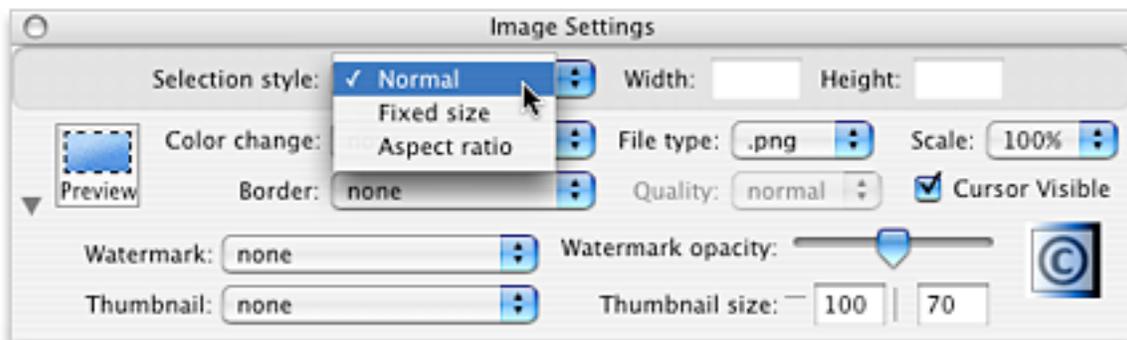
Normal: allows the selected area to be any size and proportion
Fixed: This allows the user to set the exact size of the selected area
Constrained: This setting allows the user to constrain the aspect ratio (the ratio of the width to the height) of the selected area.

The **Width** and **Height** fields can be used to set the size of the selected area to an exact dimension.

The rest of the options in the Selection tool palette relate to saving the image, and appear in the palettes of all of the static image tools.

*For more info on image options see the section called **Saving a Static Image and Image Options**.*

Once the area has been selected, and the image options have been set, either press the **Return** key, or double-click within the selection, to capture the image.

The Movie Tool

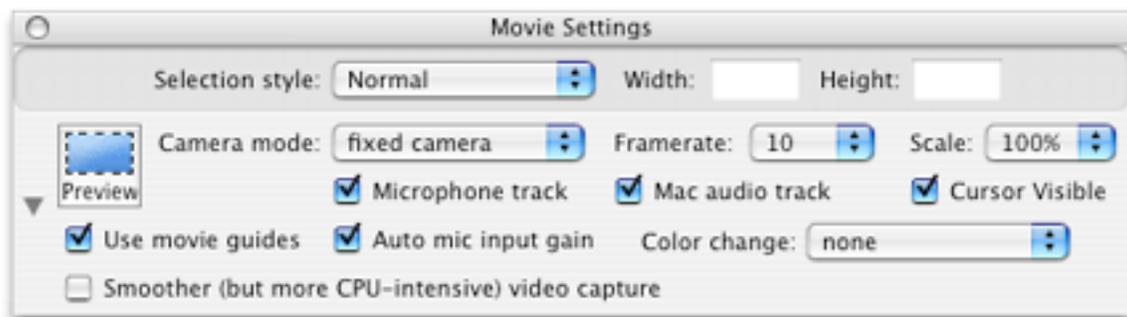The Movie tool is used to record a QuickTime movie of a selected area of the screen. Invoke Snapz Pro X with the hot keys (**Command-Shift-3** by default) and click on the **Movie** button. The Movie Tool can also be selected by pressing the **4** key.

Once the Movie tool has been chosen, the last selected area is highlighted, with options similar to the Selection tool. The selection can be resized by grabbing the sides or corners, and moved by clicking inside the highlighted area and dragging the selection tool. Clicking and dragging outside the selected area will create a new selection. The Movie tool palette can be reduced in size by clicking the disclosure triangle next to the Preview button.

Selection style: This popup menu sets the type of selection that will be used with this tool.

Normal: allows the selected area to be any size and proportion
Fixed: This allows the user to set the exact size of the selected area
Constrained: This setting allows the user to constrain the aspect ratio (the ratio of the width to the height) of the selected area.

The **Width** and **Height** fields can be used to set the size of the selected area to an exact dimension.

Camera Mode: This popup menu sets the "camera" behavior for Snapz Pro X.
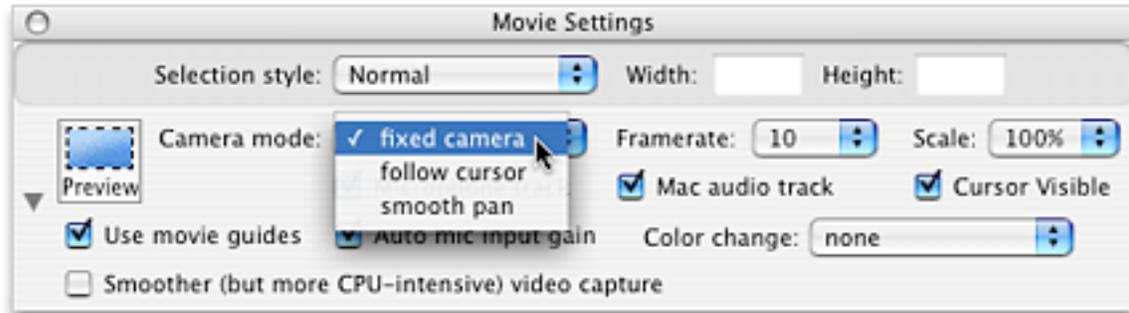
Fixed Camera: The selected area being recorded does not move

Follow Cursor: The selected area centers on the cursor and follows the cursor around the screen

Smooth Pan: The selected area also follows the cursor, but smoothes out the movement on the screen.

Framerate: Movies can be captured at with frame rates of 1 to 30 frames per second. A higher frame rate results in a smoother, better quality, movie but also a larger file size.

Scale: Snapz Pro X allows you to resize your movies, either up or down, from 10% to 400% of the original size. For example, a full screen movie capture, taken at 1024x768, that is scaled to 50%, would result in a movie with a resolution of 512x384.

Microphone track: With this check box selected, Snapz Pro X will record voiceover narration from a microphone connected to your Mac, or your Mac's built in microphone.

Mac audio track: Snapz Pro X will record whatever audio your Mac is outputting as the soundtrack to your movie if this check box is selected.

Cursor Visible: Check this box to have Snapz Pro X include the cursor movement in the recorded movie.

Use movie guides: With this check box selected, a box will be shown on screen to indicate the area being recorded.

Auto mic input gain: Select this check box and Snapz Pro X will automatically set the gain (volume) on the microphone track. Deselect this option to set the volume on the microphone track through the Sound category of the System Preferences.

Color change: This popup menu can be used to change the color, or even the color depth, of the recorded movie.
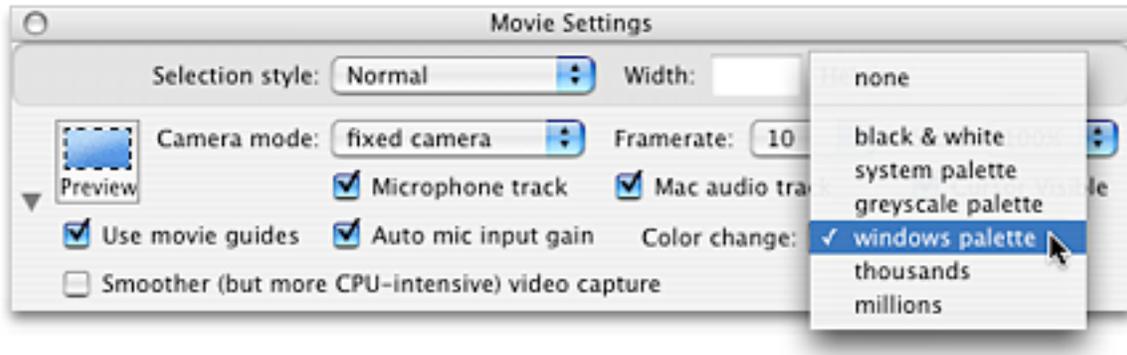
Smoother (but more CPU-intensive) video capture: With this check box selected, Snapz Pro X bypasses some of the techniques it uses to make the video capture quicker and should only be used when regular video settings aren't capturing the frames you need (such as in a game that blits directly to the screen, with OS X 10.3's Fast User Switching, etc.)

<u>Saving a Static Image and Image Options</u>

All of the options available for saving an image

Capture Options

Pressing the hot keys will invoke Snapz Pro X, bringing up the Snapz Pro X main capture palette.
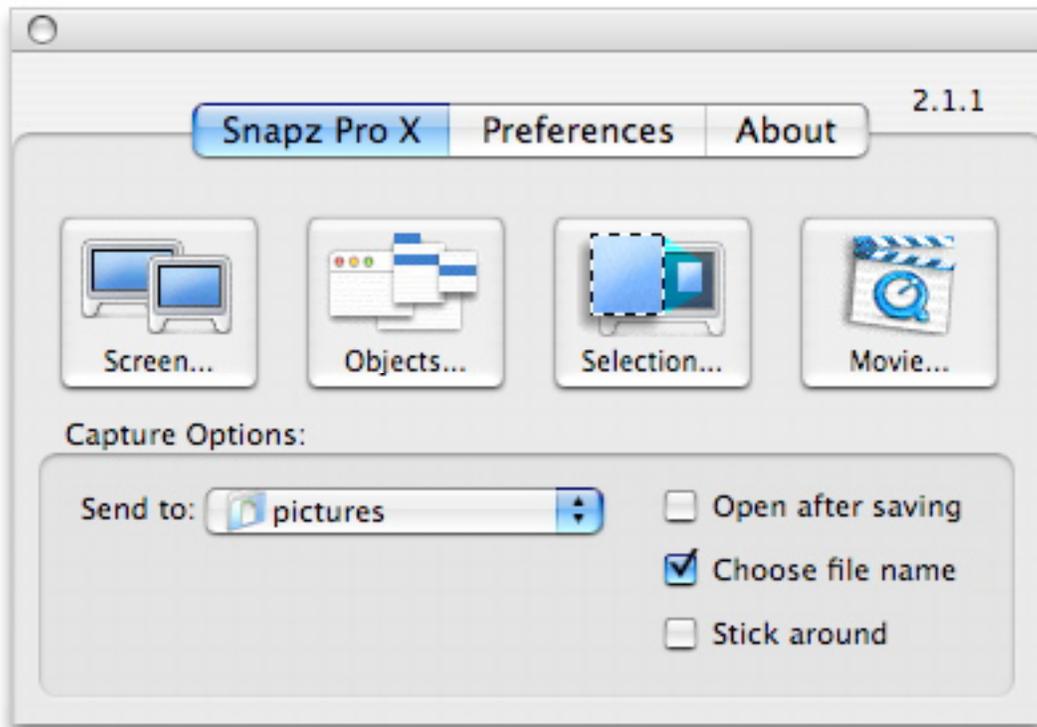
The Capture Options on the main capture palette apply to everything captured with Snapz Pro X, be it static images or movie files. Images and movies will be saved in the location in the **Send to:** popup menu**.**
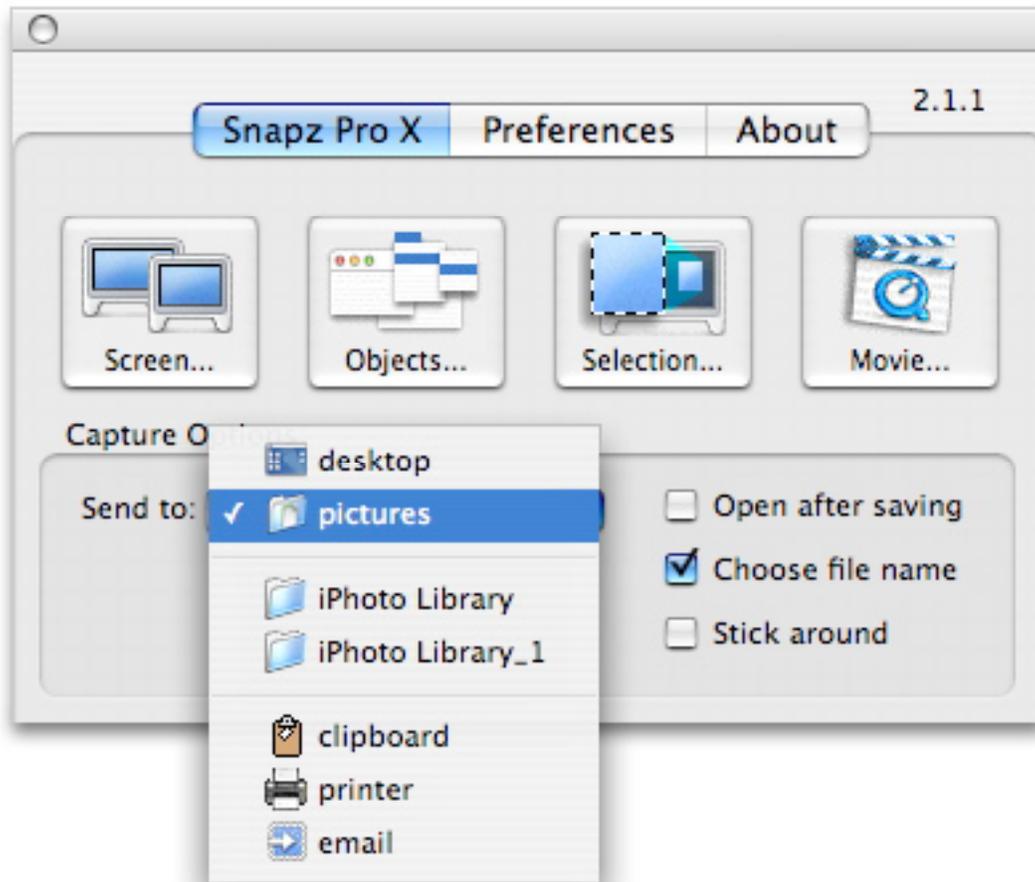
Images can be sent directly to a printer, or the clipboard for quick and easy use. They can also be sent to the Desktop, or the Pictures folder inside the user's Home folder. Any folders inside the Pictures folder will be listed beneath the Pictures folder in the **Send to:** popup menu. Images can also be sent to an email. When email is chosen, in the **Send to:** popup menu, a captured item will be attached to a newly created email.

Note: QuickTime movies can not be sent to the printer, nor the clipboard, so if the button for the Movie tool is dimmed, check the status of the **Send to:** popup menu.

Open after saving: Enabling this check box causes images to be opened immediately after they are captured.

Choose file name: Checking this box causes Snapz Pro X to prompt you for a file name for the images or movies before they are captured.

Stick around: With this check box enabled, Snapz Pro X will reopen, ready for another use, immediately after it's captured an image.

The other options for saving a static image are set in the various capture tool palettes.

Options for Static Images

The screenshots in this section are of the Object tool palette but the options described are the same for static images in each of the static image tool palettes.

Color change: Snapz Pro X can change the color depth of the saved image. In general it's best to capture an image in the color depth it's displayed in. The Color change option is most useful for the .gif file format.
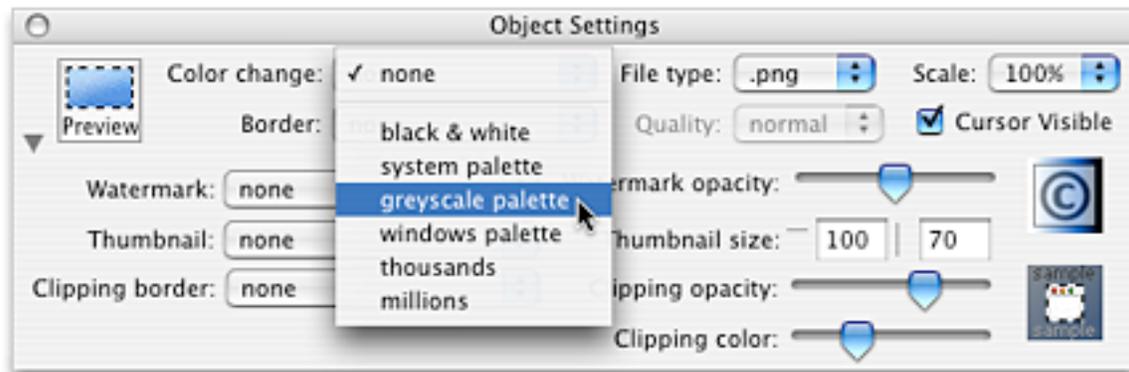
The **None** menu item uses the settings of the monitor. The resulting image will have the same color palette and color depth of the monitor. This can be thought of as a direct screen capture. What you see is what you get. If millions of colors are needed, set the Monitors control panel to millions and use this menu item.

File type: This determines the file type that static images will be saved in. Snapz Pro X can save static images as BMP, GIF, JPG, PDF, PICT, PNG, PSD, or TIFF.
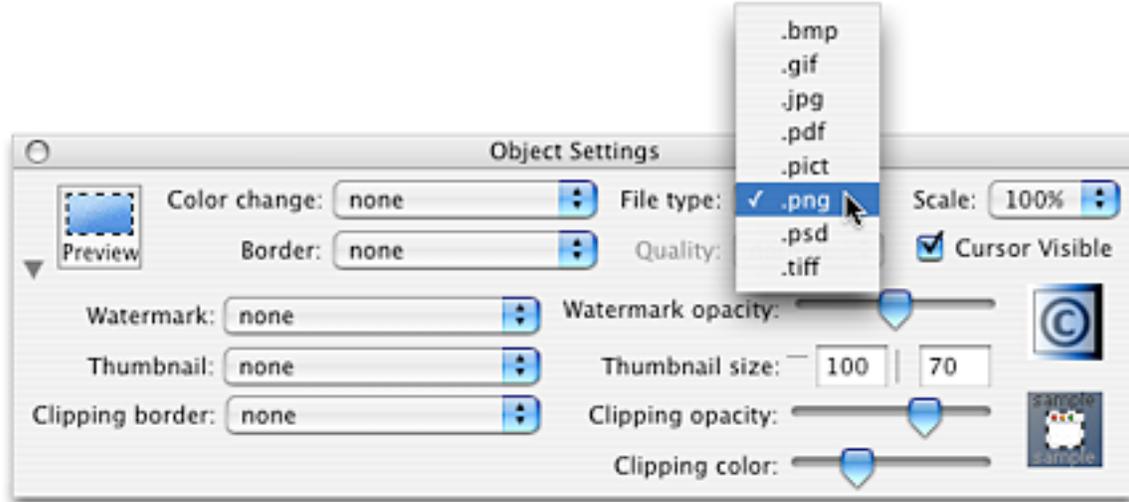
BMP format is a Windows® standard.

GIF format is a cross platform format popular for use in web graphics of 256 colors or less. They are automatically color reduced to create smaller files.

JPG format is a cross platform format of photographic quality widely used in web design.

PDF stands for Portable Document Format. PDF, originally created by Adobe, is OS X's native graphic format and is fully compatible with Macintosh, Windows, Palm, Pocket PC, etc.

PICT format is Macintosh only and is widely supported by many Macintosh applications.

PNG format is a web ready image format, like GIF and JPG, but it can save in millions of colors without any loss of image quality.

PSD is the Adobe Photoshop Document format.

TIFF format is used mainly in the desktop publishing industry.

Scale: Snapz Pro X allows you to resize your movies, either up or down, from 10% to 400% of the original size.
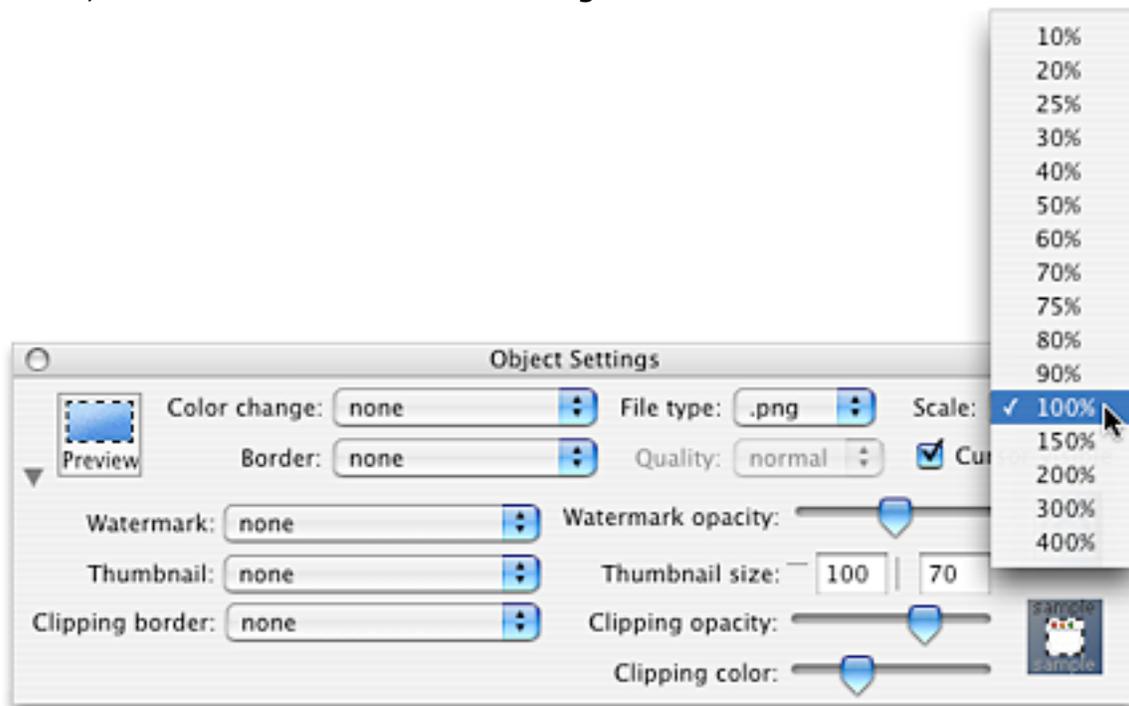
Snapz Pro X uses Ambrosia's own Clearscale technology to scale images up or down. Snapz Pro X uses Clearscale for both static images, and for QuickTime movies.

This image was scaled down to 25% without using Clearscale:

Here's the same image scaled the same 25% using Ambrosia's Clearscale technology:

A clear difference in image quality.

Border: Snapz Pro X has the option to add a Normal, Rounded, or Square window border to your image captures. Use these borders in conjunction with the Objects tool, and Snapz Pro X will automatically isolate an object, drop shadows and all, free of anything else on screen.
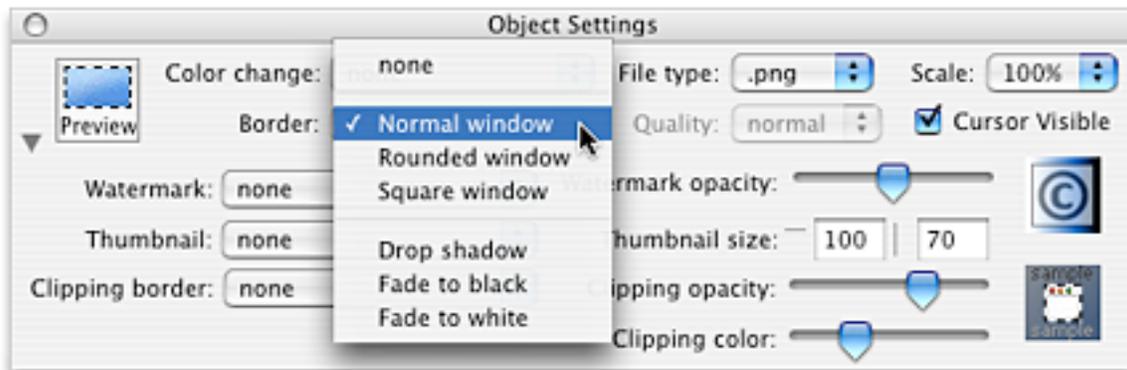
Use the **Normal window** border for standard windows and folders.

Use the **Rounded window** border for objects like the windows in Apple's iTunes.
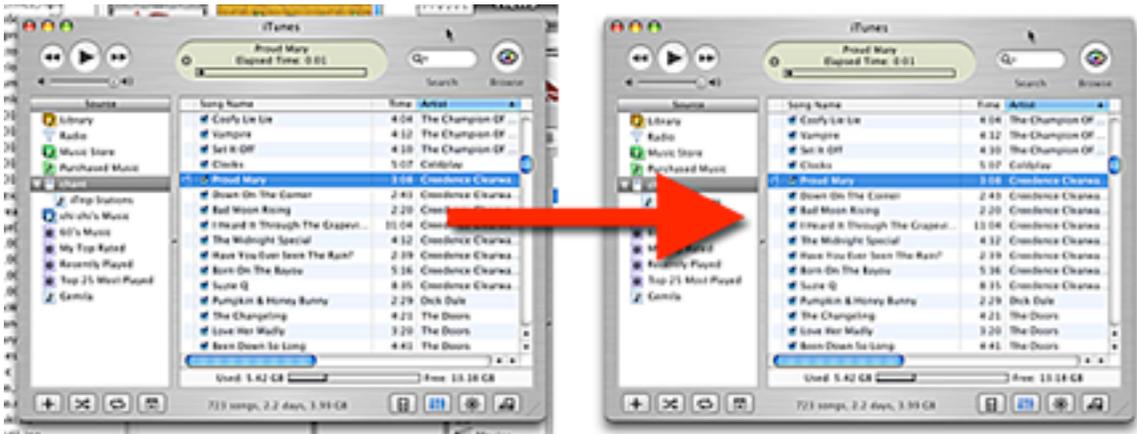
Finally, use the **Square window** border for squared objects like these Photoshop palettes.
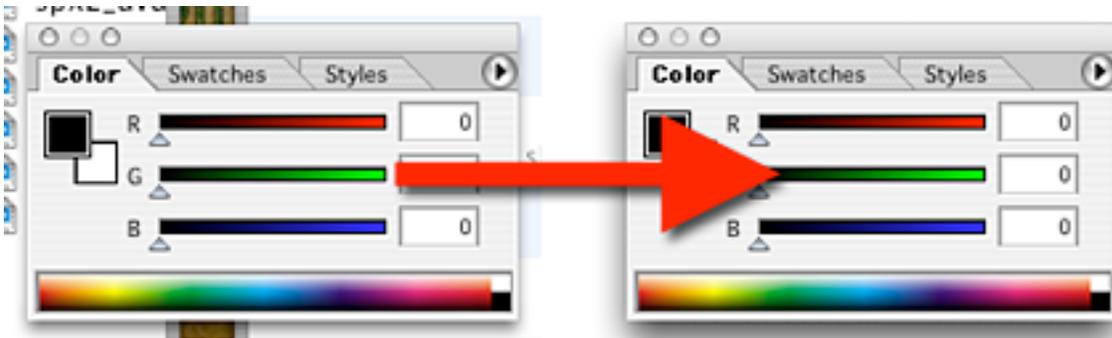
Snapz Pro X can also add a border that is a **Drop shadow**, one that **Fades to black**, or a border that **Fades to white**, to a saved image as shown below.

Quality: Certain file formats, such as JPG, can be set to Normal, High and Best quality.
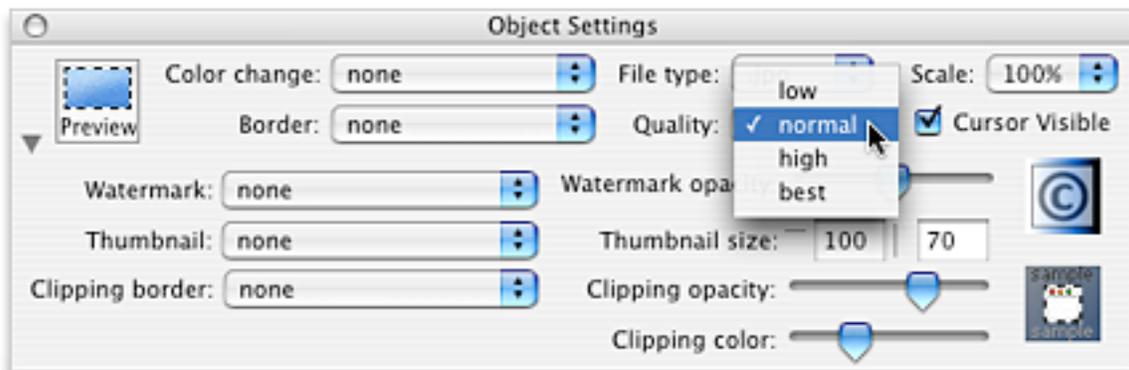
Cursor visible: With this option selected the cursor will be captured and displayed in the image.

Watermark: Snapz Pro X creates a folder to store images for watermarks. To add a watermark to your images, place the watermark image into the Watermarks folder inside the *Home/Library/Snapz Pro X* folder.
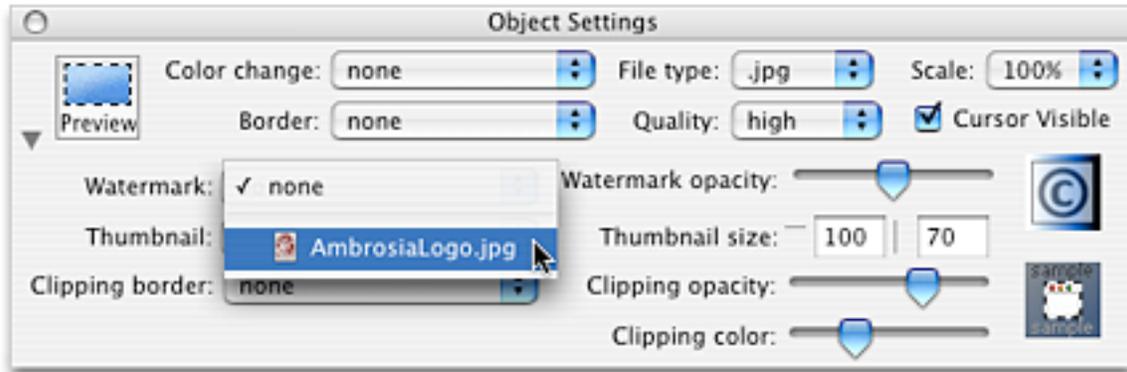
Snapz Pro X looks through the folder for any images in formats it can recognize, loads them in, and even puts their icon in the popup menu (a mini-preview if the image has an icon preview). Then, simply select the image and Snapz Pro X watermarks the screenshot, anchoring the watermark in the lower left hand corner of the image.

If an image in the Watermarks folder doesn't appear in the **Watermark:** popup menu, try converting it to a format listed in the Snapz Pro X **File type:** popup menu. Select which image to use for a watermark in the popup menu.

Watermark Opacity: The position of this slider determines how clearly the watermark will stand out in the image.

Thumbnail: Snapz Pro X can automatically generate a thumbnail for each image captured. If you wish to use a thumbnail, select the type to use from this popup menu.
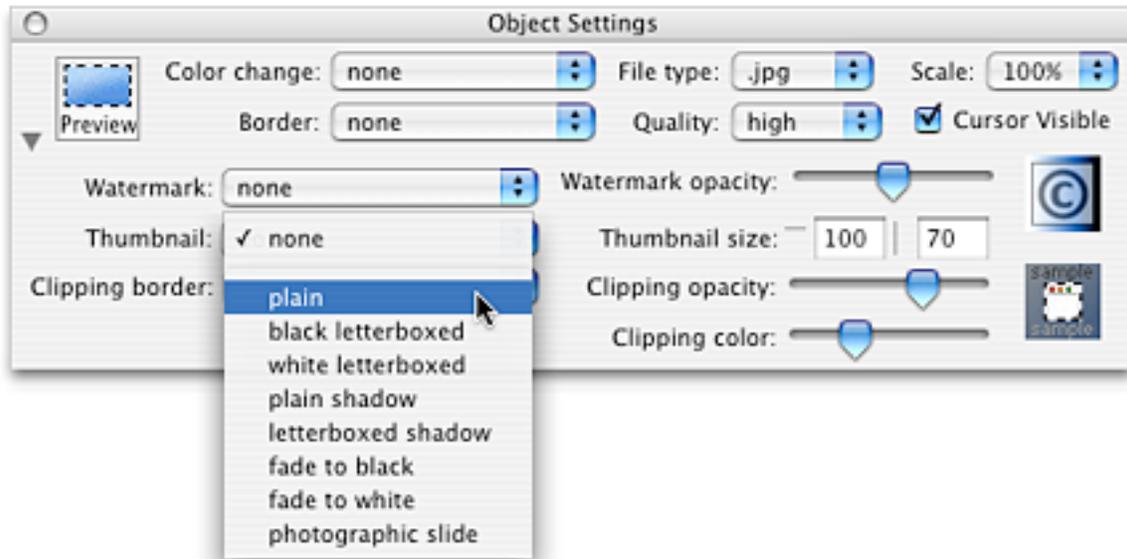
The thumbnail can be just a plain, smaller reproduction of the original or Snapz Pro X can be set to create a letterbox version with a white or black background. Letterboxed images are constrained in proportions similar to a movie screen. A border will be added to one side or the other to keep the image at a constant width to height ratio. Snapz Pro X can add a plain or letterbox drop shadow. Below you see the plain thumbnail, the black letterboxed version and, finally, the white letterbox version (a one pixel black border has been added to the surrounding edges of each thumbnail for illustration purposes only).

As with the full sized images, thumbnails can also have borders added by Snapz Pro X. Below you see the familiar examples where the border edges have a **Drop shadow**, then the border **Fades to black** and, finally, a border that **Fades to white**.

If these border options aren't enough for you, you can even add a border that looks like a photographic slide frame around the image.

Snapz Pro X automatically adds the size of the full image capture to the bottom left corner of the slide. This is very convenient for those occasions where your screenshots are destined for a gallery on a web page as visitors to your site will know exactly how large the picture they're about to open is.

Thumbnail size: These fields are used to change the dimensions of the thumbnail that Snapz Pro X creates.

Clipping Border: OS X adds a drop shadow to windows and objects on the screen. The **Clipping border:** popup menu can be used to add a *hairline*, *small*, *medium*, or *large* border around images captured with the **Object tool** to show this drop shadow.
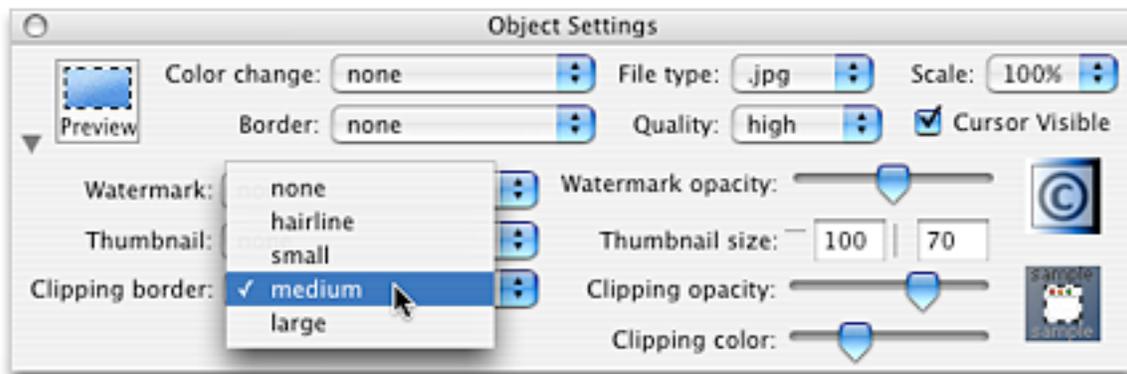
Clipping opacity: This slider is used to set the clipping border from completely opaque to completely transparent.

Clipping color: Use this slider to choose a background color for the border. The clipping opacity setting can then be used to set the opacity of the colored border. Below is a screenshot of a Finder window with no clipping border:
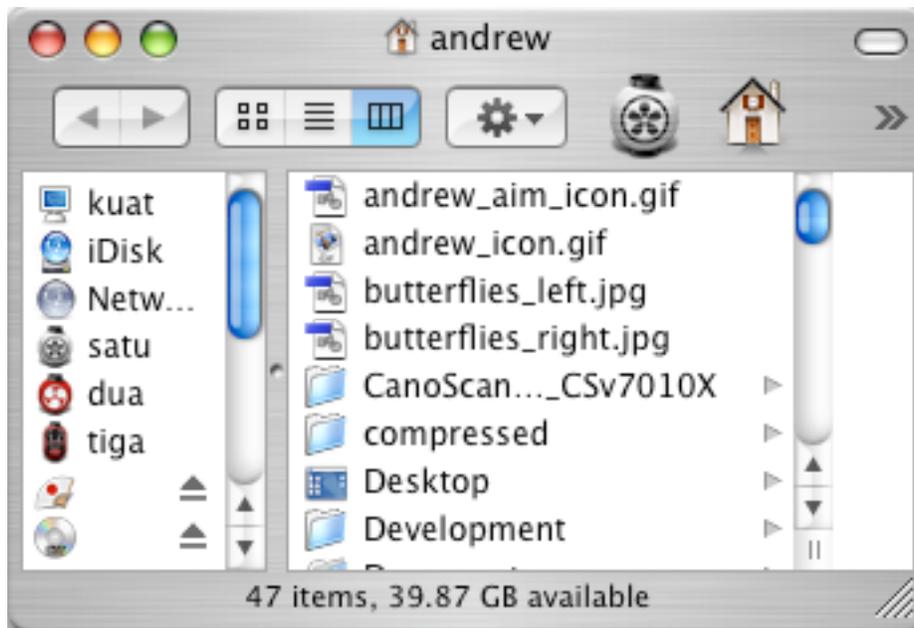
Here is the same window with a large clipping border. The **Clipping opacity:** slider is set all the way to the left and the **Clipping color:** slider is set to the left.
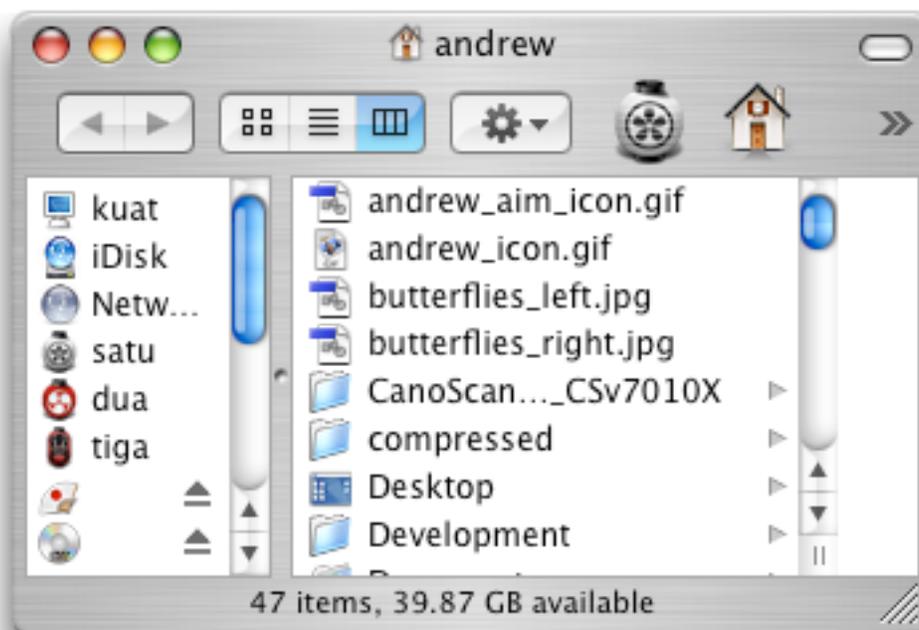
Here is the same screenshot, again with a large **Clipping border:**, with the **Clipping opacity:** slider and the **Clipping color:** slider both set all the way to the right.
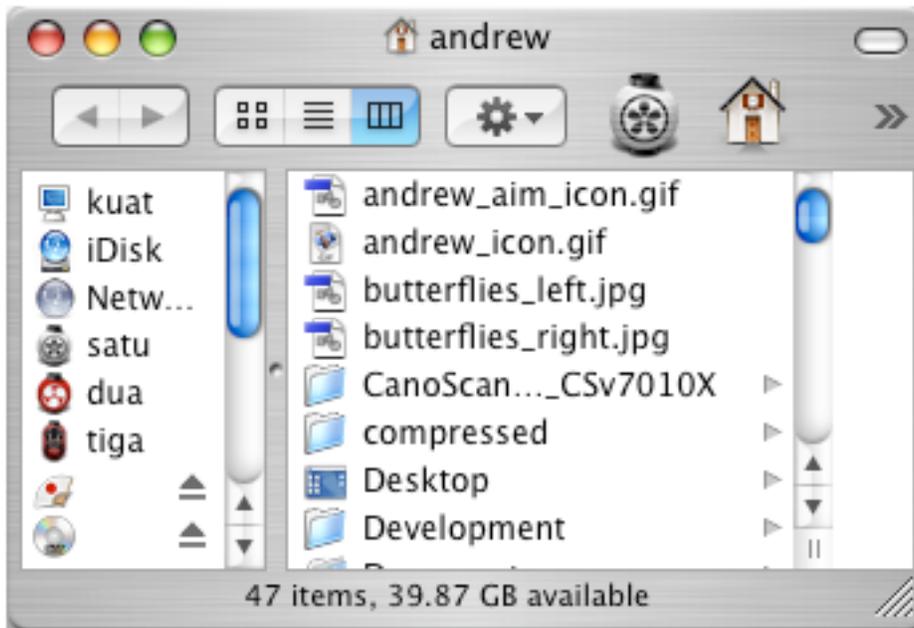
Recording a QuickTime Movie

A graduate degree from the Ambrosia School of Film

To record a movie, press the hot keys (**Command-Shift-3** by default). Click on the **Movie** button. Set the camera, image and audio options (a complete description of these options follows) in the Movie tool palette. Select the area to be recorded. Press **Return**, or double-click within the selected capture area, and Snapz Pro X will begin recording. To stop recording the movie, simply press the hot keys again, and you'll be prompted for the filename, if the **Choose file name** check box was selected, and then the audio and video settings to save the movie with.
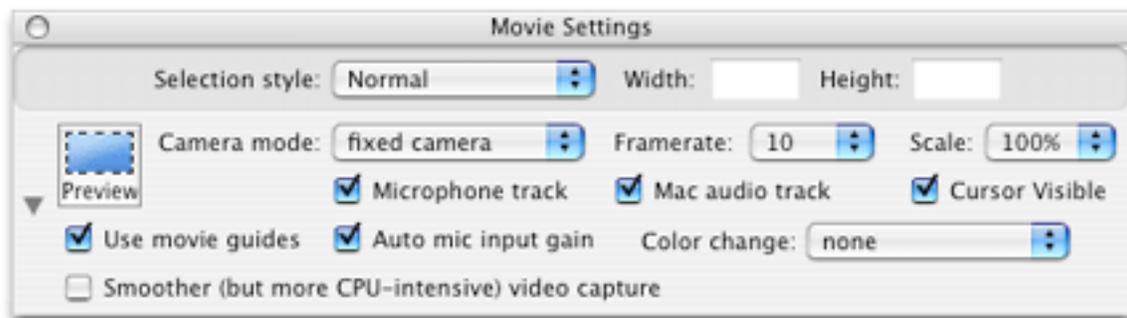
Snapz Pro X has to write huge amounts of information to disk as it records, at the same time, the machine needs CPU time to perform its regular tasks. Recording full screen movies at high frame rates takes that much more information. To record full screen movies, reduce the color depth and select a low frame rate. Also remember, people have to be able to view the movies Snapz Pro X records, so don't make them too large in either dimensions or in file size.

Camera mode: This popup menu lists the three camera modes available in Snapz Pro X

Fixed camera: This means that the selected movie area will not change position. If the activity on the screen moves outside of the selected area, it won't be recorded.

Follow cursor: With this selected, the capture area will remain the same size but it will be centered around the cursor, following it as it moves around the screen.

Smooth pan: This setting is very similar to **follow cursor** except that Snapz Pro X smoothes the movement of the selected capture area and allows the cursor a certain amount of movement within the selected area.

For movies with identical dimensions, **smooth pan** and **follow cursor** will create much larger file sizes than fixed camera.
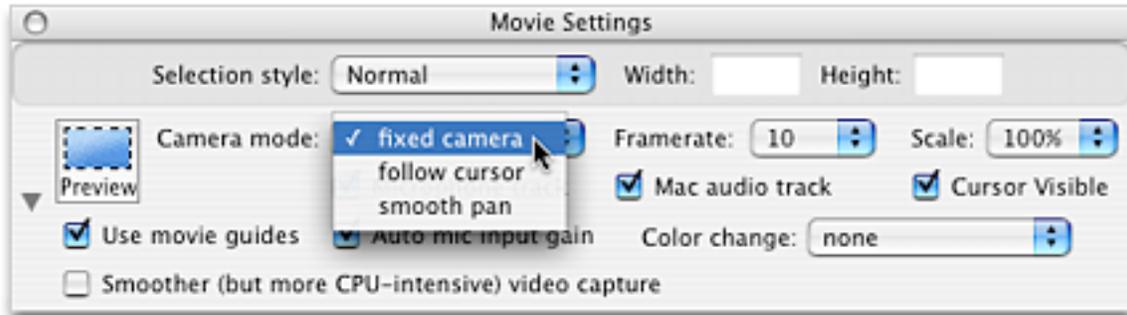
Framerate: Snapz Pro X can record movies that run anywhere from one frame per second to 30 frames per second. The higher the frame rate is set, the smoother the motion in the resulting file will be. The tradeoff for this smoother animation is larger resulting file sizes and an increased demand for CPU performance while your movie is captured. Recording a smaller area of the screen, at a lower frame rate, will speed up recording and create a smaller file. If necessary, you can select a smaller area of the screen, and even reduce your display's color depth, to improve performance while recording at high frame rates.
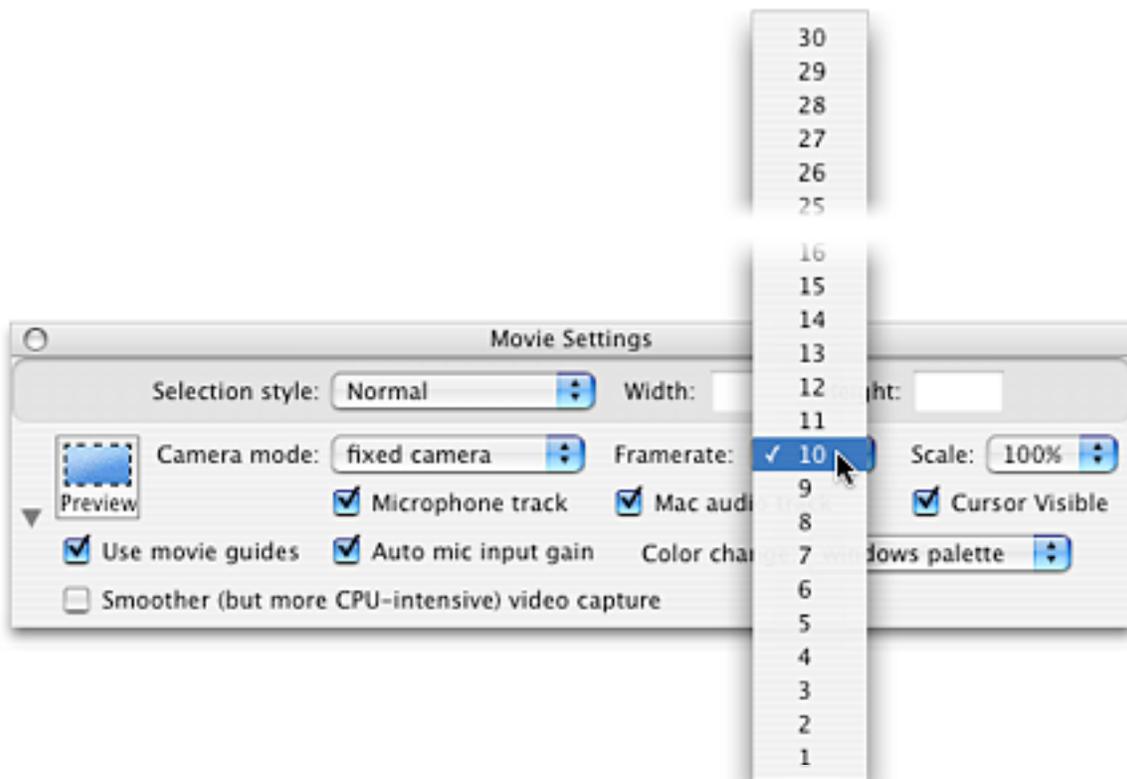
Scale: Movies can be scaled up to 400% or down to 10% of their original size.
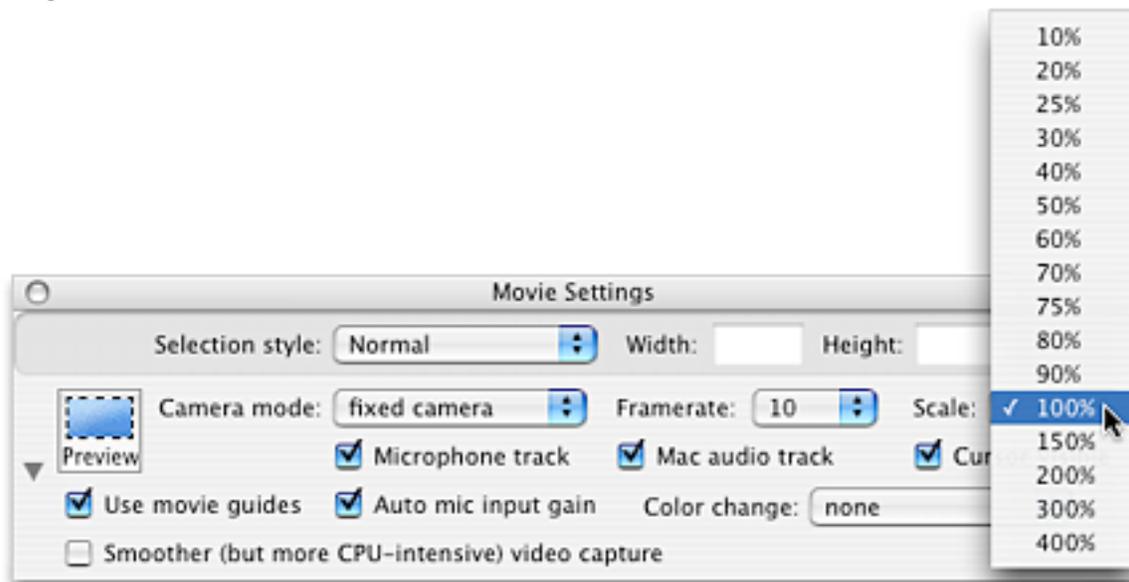
Choose whether or not a **Microphone track**, or the **Mac audio track** are to be recorded, and whether or not the cursor should be visible.

Use movie guides: With this option selected, Snapz Pro X will display a box around the area being recorded. This is useful as it helps to ensure that your movie contains everything you're expecting it to.

Auto mic input gain: Snapz Pro X will allow the System to set the gain (volume) on the microphone track if you select this option. If the microphone track is too loud or too quiet, deselect this option and set the gain in the Sound/Input section of the System Preferences.

Color Change: Use this popup menu to adjust the color depth of the recorded movie.
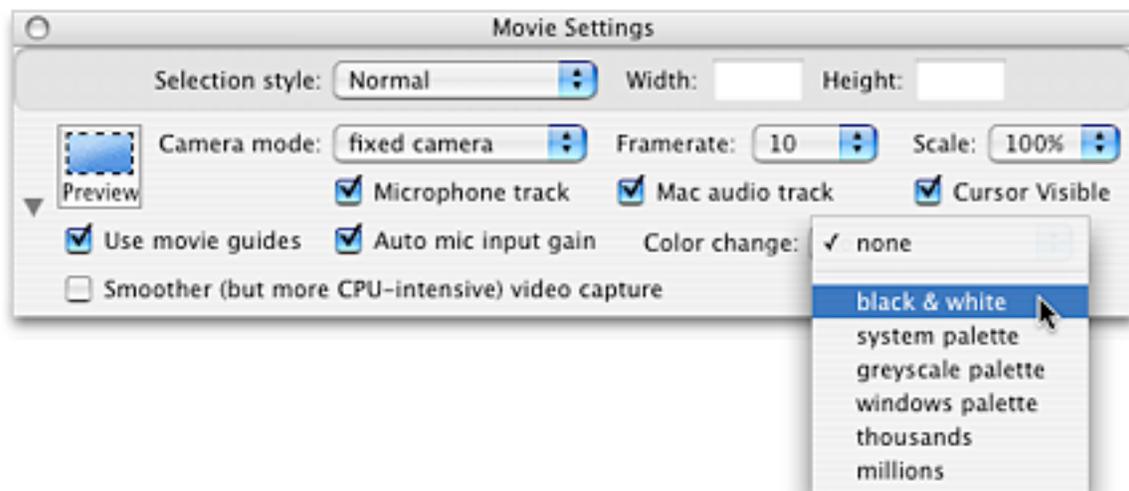
Smoother (but more CPU-intensive) video capture: Snapz Pro X does some tricky things in order to make the video capture so smooth and responsive. As such, there are some situations (in a game that blits directly to the screen, Fast User Switching, etc.) where Snapz Pro X is unable to capture the frames you need. In situations like these, you should enable this check box to get the smoothest video capture possible.

*Optimizing movie capture is fully explained in the section **Getting the Smoothest Video Possible**.*

To stop recording, simply press the hot keys once again (**Command-Shift-3** by default). Once the movie has been recorded, audio and video settings can be chosen in the Save Movie dialog.
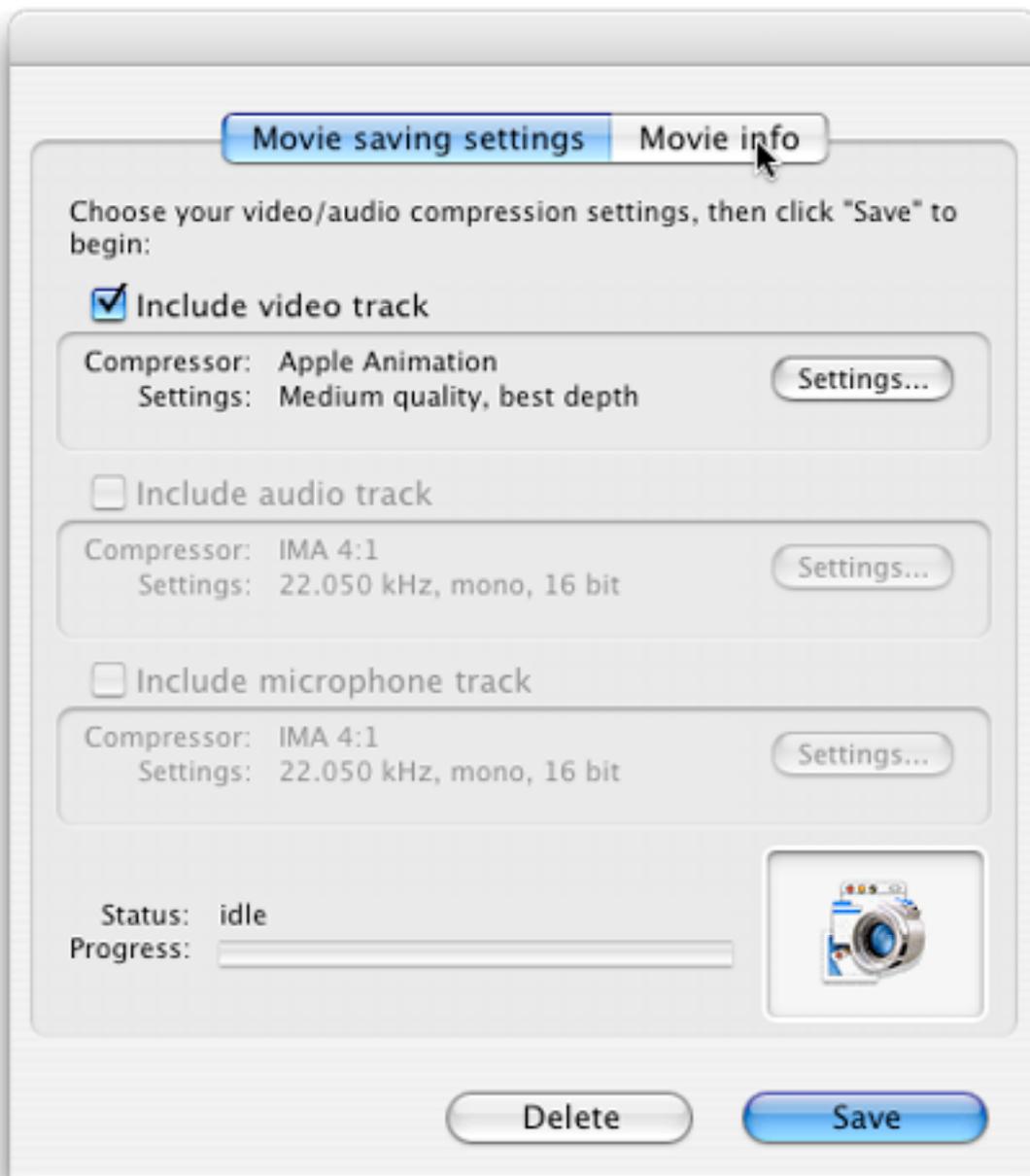
Any of the tracks can be removed from the final QuickTime movie by deselecting that track. If the audio capture options were not enabled prior to the movie being recorded, these options will be grayed out in the Save Movie dialog.

Clicking on the **Movie info** tab will show the movie info window.

This window shows all of the information about the movie being saved, including its dimensions, duration, the settings it was recorded at, as well as the size of the video, audio and microphone tracks. Using this information Snapz Pro X will recommend the best compression codec to use to save the QuickTime movie.

Video Settings

Clicking the **Settings** button, on the Movie saving settings tab, for the Video track will bring up the Video Compression dialog.
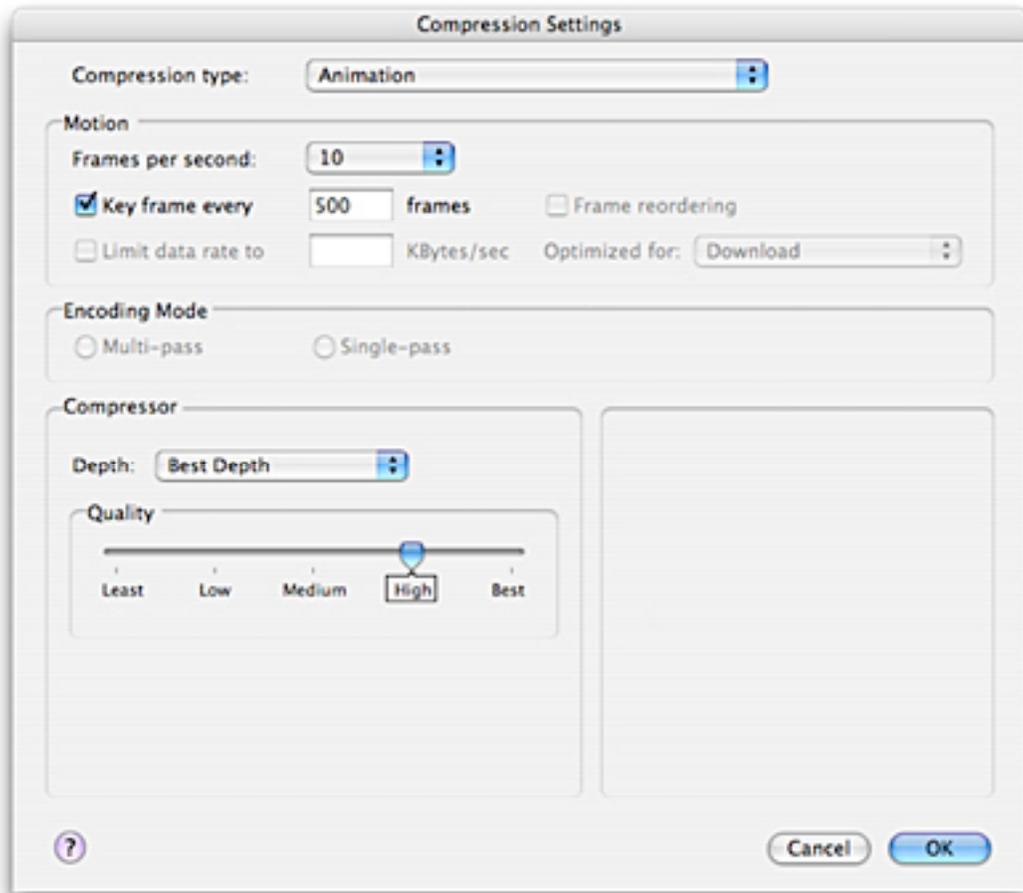
Compressor: The first popup menu selects the compression codec. The different codecs available use different algorithms for their compression. Some are best for making files smaller, while others are best for maintaining color and image quality.
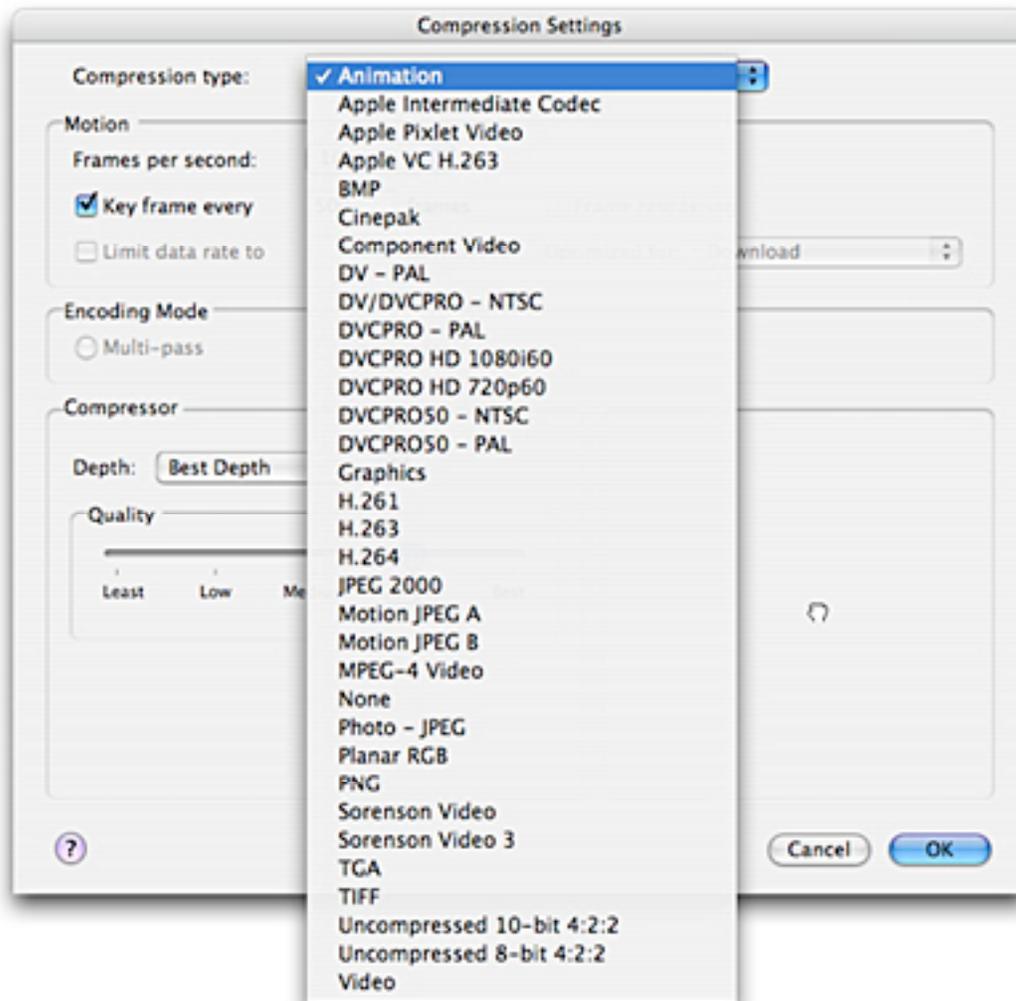
When recording in 8 bit color depth or less, the Graphics codec will give the best results. For all others the Animation codec is usually the most efficient, except for games where the Sorenson or Cinepak codecs are best.

A complete description of each of the compression codecs is beyond the scope of this document. A quick search in Google for "QuickTime Video Codecs" will find many sources of information on each.

Depth: The color depth of the recorded movie can be set before saving to QuickTime format. However there is no benefit to recording the movie at a higher depth than it's being saved at. Setting the monitor to a lower color depth before recording will reduce the overhead while Snapz Pro X is recording.

Depth: By default the **Depth** popup menu is set to Best Depth. This will automatically save in the best color depth.
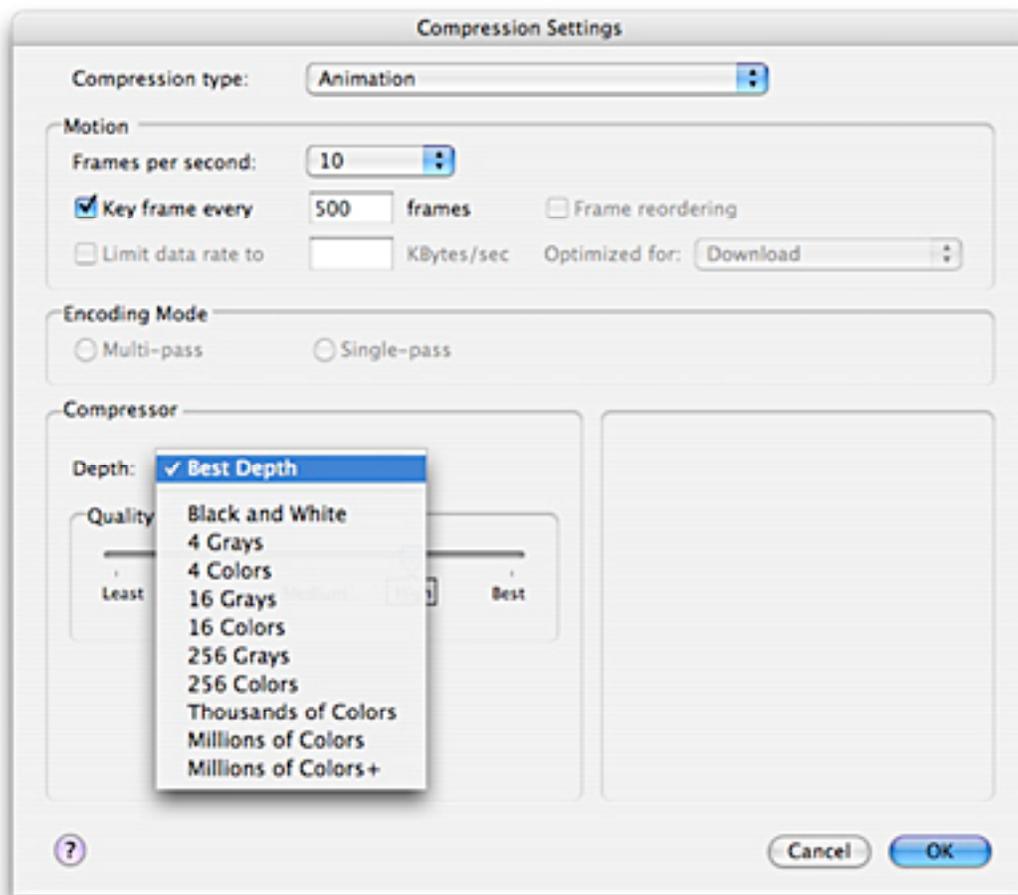
Quality: This slider determines the quality of the movie captured. Lowering the quality may leave artifacts in between frames.

There's no point in setting the **Frames per second** setting higher in the Save Movie dialog than it was in the **Framerate** popup menu, in the **Movie tool palette**, before you recorded your movie. The movie can't be saved at a better quality than it was captured at, so increasing frame rate here won't improve the quality, it'll only increase the file size. Setting the frame rate to something lower than what was set in the **Movie tool palette** will reduce the file size of the final movie but at the expense of quality. If you want a lower frame rate, it's better to set the frame rate lower before the movie is recorded. This will reduce overhead while Snapz Pro X is recording and still result in a reduced file size.

Key frame every: Snapz Pro X will save all of the information in each key frame, and then record only the changes between frames until the next key frame. Increasing the key frame setting reduces the file size at the expense of image quality. Decreasing the key frame setting improves the movie quality at the expense of file size. The image in the top right corner of this dialog displays a preview image using the selected video settings.

If you find your movies are larger than expected, check the key frame setting. If it is blank QuickTime will save all pixel info for every frame.

Audio Settings

Clicking on the **Settings** button in the Audio or Microphone tracks will bring up the Sound Settings dialog.
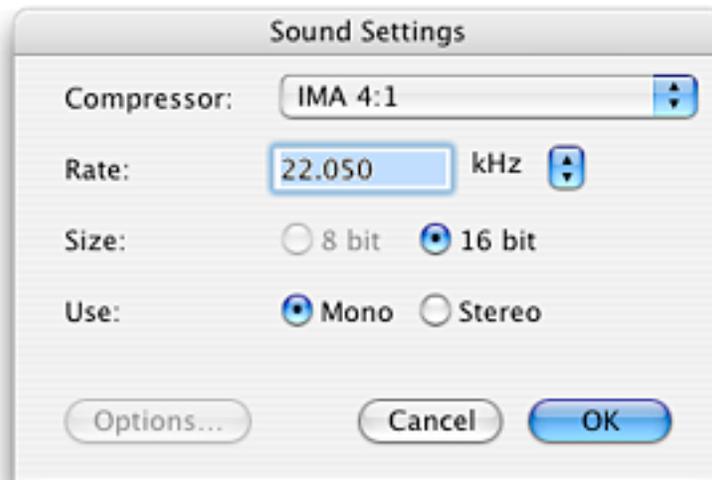
Compressor: This popup menu selects the audio compression codec. IMA 4:1 is the best for most situations. The IMA 4:1 setting reduces audio file size by one quarter, at the expense of some sound quality.
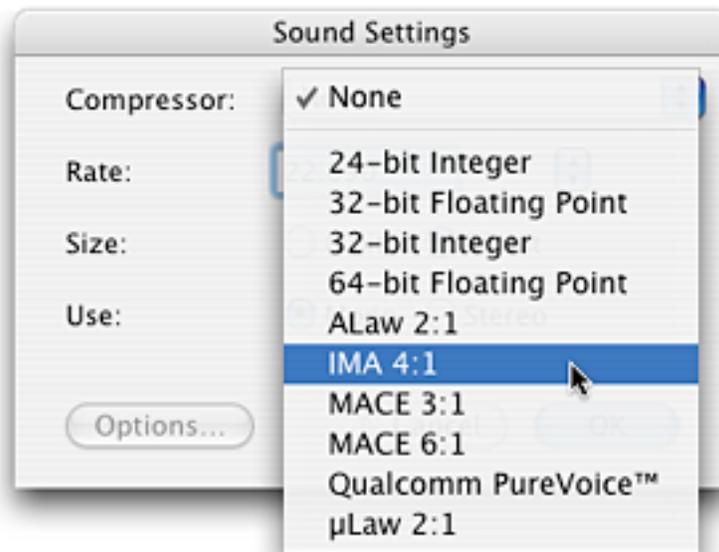
Again, a complete description of each of the compression codecs is beyond the scope of this document. However, a quick search in Google for "QuickTime Audio Codecs" will find many sources of information on each.

Rate: This field sets the sampling rate the audio track is saved at. A sampling rate of 2250 kHz results in a file size twice that of 11.025 kHz, but with better sound.

Size: This option sets the bit depth the audio track is saved at. A 16 bit audio file is twice the size of an 8 bit file.

Use: Audio tracks can be saved in either **Stereo**, or **Mono**. A Stereo file is twice the size of a Mono file.

Audio track size can vary greatly depending on the settings chosen. A 2250 kHz, 16 bit stereo sound recording is 8 times the size of a 11.025 kHz, 8 bit mono recording. For simple voice recording, the IMA 4:1 codec, at 8.00kHz in 16 bit Mono is sufficient.

That's a Wrap

Once the video and audio settings have been chosen, click on the **Save Movie** button. Snapz Pro X will save the video, audio and microphone tracks as a QuickTime movie. A preview of the movie is shown in the lower right corner of the Save Movie dialog.

If the **Cancel** button is pressed during the conversion process, the following dialog box will appear.
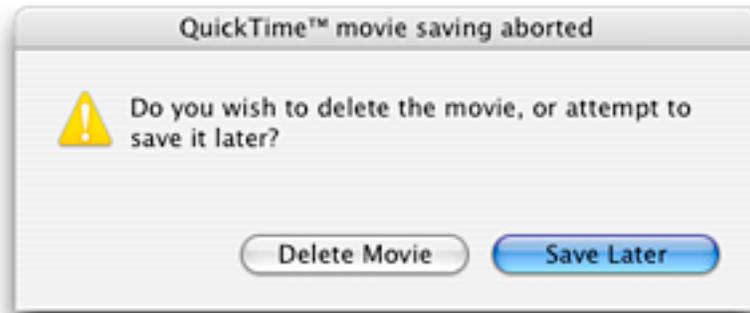
If the **Save Later** button is pressed, the Save Movie dialog will immediately appear the next time Snapz Pro X is invoked.

When Snapz Pro X is done converting the movie, any errors encountered will be reported.

Getting the Smoothest Video Possible

The video capture engine of Snapz Pro X was completely rewritten for Snapz Pro X 2 and should be capable of capturing large areas of the screen at a high frame rate. That said, video capture still requires significant resources.

If you try to capture an 800x600 movie in Millions of colors, it's going to put a huge load on your computer. Many Macs will have a hard time just displaying a movie in that size, let alone recording it. Try to keep in mind what Snapz Pro X is doing. If you are capturing an 800 x 600 pixel area, at 16 bit color depth and five frames a second, that's 800 x 600 x 2 x 5 = 4,800,000 bytes per second that is being written to disk. That's almost 5 megabytes per second without even including any audio recording!

Nevertheless, you can still make great screen recordings on any Mac. Here are a few hints for getting optimal performance out of your movie recording:

• Areas with plain backgrounds (white or other solid colors) will compress better than complicated colorful backgrounds; they should also record a bit quicker.

• Try making the capture area a bit smaller.

• Try setting the FPS (Frames Per Second) lower.

• Try to minimize disk access; any time the underlying application has to access the disk, Snapz Pro X has to wait before it can write out video frames.

• Quit any unused applications; each program you have running uses up a bit of your computer's resources.

• Using a Fixed camera will get you better capture rates (and smaller files) than using either the Smooth Pan or Follow Cursor cameras, because less information changes between frames.

• Shut Classic down. The Classic compatibility layer requires a lot of system resources. Use the System Preferences panel to shut it down during movie captures.

• Turn Audio Capturing off if you don't need it -- there is overhead capturing the audio to disk as well, and Snapz Pro X will be able to get better video capture performance without having to record audio at the same time.

• The best way to improve video recording is to use a faster computer, such as a G5.

• If you find that frames are getting dropped, try selecting the Smoother (but more CPU-intensive) video capture option. This bypasses some of the tricks Snapz Pro X uses to record video, and may result in better performance under some circumstances.

By tweaking the settings, you should be able to discover a happy medium that allows you to record a movie decently while still being able to control the underlying application.

For most onscreen activity, the way to get the smallest movies is to set your display's color depth to thousands of colors, record using a fixed camera, and then use the Graphics (Apple Graphics) compressor to save the movie.

If you need 16 bit, the best compressor is usually the Animation compressor -- but Sorenson, Cinepak, etc. are best for compressing the action in games.

Troubleshooting and FAQ

Help with common situations you might run into

How do I use Snapz Pro X 2?

When you run the Snapz Pro X 2 installer, Snapz Pro X 2 is added to your Login Items in the System Preferences. This way Snapz Pro X 2 will be running invisibly in the background each time you restart your machine or log into your account. To use it, invoke it with the Snapz Pro X hot key (default - command shift 3).

Select the tool by clicking on the appropriate button - Screen to capture the full screen, Object to capture windows or any objects on screen, Selection to select an area of the screen, or Movie to record a movie of the action on your screen.

Once the tool has been selected, its palette will appear. For static images, set the options for the image, press the return key and the image will be captured. For movies, set the options for the movie, press the return key and the movie will start recording. Press the hot keys again to stop the recording. The image or movie will be saved in the location set in the Send to: popup menu in the main Snapz Pro X 2 palette.

The capture tools and their palettes are explained more completely in the Snapz Pro X 2 Manual in the section called "The Snapz Pro X Capture Tools".

The options for saving static images are explained more completely in the Snapz Pro X 2 Manual in the section called "Saving a Static Image and Image Options".

The options for saving and recording movies are explained more completely in the Snapz Pro X 2 Manual in the section called "Recording a QuickTime Movie".

How do I capture a menu?

Open the menu you want to capture then invoke Snapz Pro X 2. Choose the Objects tool, and set the options for the image. Click inside the Menu to capture that menu. To capture more than one object, or any submenus hold the shift key and mouse click on the other object, or submenu and press the return key to capture the image.

How can I capture images from DVD?
Snapz Pro X 2 should have no problems capturing audio and video from a DVD, provided the machine it is installed on is capable of using Apple's Quartz Extreme for video display.

When Apple introduced OS X 10.2, they moved video display from the main processing unit to the graphics processing unit, provided the computer was capable. This enabled Snapz Pro X to see, and therefore, capture DVD display. The first generation G4s with PCI video cards are not capable of displaying QE, but most newer computers should have no problems doing so.

If you find you are unable to capture from DVD, you may have better luck using the Video Lan Client. It is an open source video player capable of displaying almost any video format on your Mac, including DVD.

Go to:

`http://www.videolan.org/`

Please note: Ambrosia Software, Inc. does not make nor support the Video Lan Client.

The best way to ensure Snapz Pro X 2 does exactly what you want on your machine is to take advantage of the full-featured, free trial period.

How can I get the smoothest video possible in my QuickTime movies?
On the machine side, reduce your monitor resolution, and capture the smallest area of the screen as possible. Quit out of Classic and as many other applications as you can as they use up extra CPU cycles. On the Snapz Pro X 2 side, reduce the framerate, deselect all of the audio options, and select Fixed Camera.

Optimizing video recording is explained more completely in the Snapz Pro X 2 Manual in the section called, "Getting the Smoothest Video Possible", in the Snapz Pro X 2 Manual.

How can I capture a full web page, more than I can view on the screen?
Andrew Welch, the developer of Snapz Pro X 2, has put together a little example of how you can use Mac OS X's Preview function to capture web pages that are larger than the screen (or any document for that matter):

`http://www.AmbrosiaSW.com/utilities/snapzprox/images/pdf_example.pdf`

We did not include this feature in Snapz Pro X 2, because Mac OS X already has this ability built-in.

To recap: simply choose Print... from the application of your choice, then click on the Preview button, and you will have your entire document window saved in a nice PDF file (or any other file format you choose).

That said, this is a popular request, and we are looking into the possibility of adding it to Snapz Pro X 2.

How can I import my movies into Final Cut Pro?
Currently Snapz ignores the frame rate settings in the movie compression dialog, and uses the actual frame rate of the capture -- which may vary from frame to frame. This was how 2.0.3 worked, but Final Cut Pro cannot load those movie files.

As a workaround, we've added an option to force Snapz to convert the movie to the specified frame rate. Unfortunately, this can cause the movie to appear choppy as frames are dropped or doubled up to maintain a constant frame rate. One way that may reduce this choppiness is to capture at a higher rate (say
30fps) and then down-sample to a 10 or 15fps output movie.

If you want to enable this option, enter the following line into a terminal window:

    defaults write com.ambrosiasw.snapz EnforceFrameRate true

You will not see the effects in the GUI, but the current build will log the details of the conversion.

How can I save to an external drive, or anywhere besides the locations in the Send to popup?
It can be done, but it takes a bit of trickery. In order for Snapz Pro X 2 to have the ability to be invoked under just about any circumstance, we had to create our own Save function.

First create the destination folder on the drive you want to save to. Make an alias of this folder. Then place the alias into your Pictures folder. The next time you invoke Snapz Pro X 2, that alias will be listed in the Send to popup menu.

To use an external drive as a scratch disk for the temporary tracks Snapz Pro X 2 creates, you will have to move your Home folder to your external drive. This is not a simple task, and should only be attempted if you are familiar with the Net Info Manager.

How do I set the file type for my static images?
Invoke Snapz Pro X 2 (command shift 3 by default) and click on the button of the capture tool you want to use. Then set the file type in the File type popup menu.

How do I reduce the file size of my movies recorded with Snapz Pro X 2?
Check the keyframe setting in the Save Movie dialog of SP X.

When you stop your recording and get to the Save Movie dialog, click on the Settings button next to the video track.

If the codec selected has a keyframe option, be sure it's checked and set to a high number - 500 at least.

Please note:

There is a bug in the keyframe option for the H.264 codec. The only workaround is to not check that option, or use a different codec until it is fixed by Apple.

How do I calculate the size of the raw files Snapz Pro X creates?

Raw file sizes can be calculated with the following:

width X height of selected area = # pixels per frame

pixels per frame X bytes per pixel (determined by color depth: thousand of colors = 2, millions of colors = 4) = # bytes per frame

bytes per frame X frame rate = bytes per second

bytes per second X duration = total raw video file.

SP X can usually compress the video considerably as it captures, but this is a good fail-safe calculation.

Of course audio files add to the raw file size.

The recording settings for the raw Mac Audio track are: 44kHz, Stereo, 16 bit which = 44,100 x 2 x 2 = 176,400 bytes per second of audio, which is 172.265625K/sec of audio. One minute of recorded audio = 10,335.9375K One hour of recorded audio = 620,156.25K

Keep in mind though, when SP X is done it hands those raw files off to QuickTime which then saves/processes them into a QuickTime, .mov file.

QuickTime needs to keep the raw files until it has completely processed them to the .mov file format. Only then can it discard the raw files. So you will need room for both the raw files and the final .mov file.

Is Snapz Pro X 2 compatible with OS X 10.4 - Tiger?

The latest version of Snapz Pro X 2 - 2.1.1 - is fully compatible with Tiger.

Will Snapz Pro X 2 work on the new Intel Macs?

The latest version of Snapz Pro X 2, 2.1.1 is a Universal Binary so it should have no problems running on either the Intel Macs or the PowerPC Macs.

Why is the movie option grayed out when I invoke Snapz Pro X 2?
Check the Send to: popup menu in the Capture Options of the main Snapz Pro X 2 palette. Movie files can not be sent to the Printer, nor the Clipboard.

Why is the the Mac audio option grayed out when I select the movie tool?
If the Mac Audio option is grayed out in the Movie Settings palette before making a recording, be sure you are running the latest version of Snapz Pro X 2 – 2.1.0. Snapz Pro X 1.X did not have the ability to record Mac Audio at all.

If you are running the latest version of Snapz Pro X 2 try running the installer one more time. Snapz Pro X 2 requires a special piece of software to be inside the System folder in order to record Mac audio. If that option is grayed out, then chances are the installer did not run properly, or the app was just copied over without actually being installed. Once it has been installed properly, that option should become available.

If you are running Snapz Pro X 2 and re-installing doesn't fix the problem, go to your System/Library/Extensions folder and drag the AmbrosiaAudioSupport.kext file to the trash (you will be asked for an admin's username and password to verify you have permission to alter the System folder) and run the Snapz Pro X 2 installer again.

If you still have a problem with Mac audio please contact tech support at help@AmbrosiaSW.com.

When I invoke Snapz Pro X 2, the palette is partially off screen - what can I do?
This can happen if the palette were drawn on a secondary monitor, that is then removed.

Invoke Snapz Pro X 2 so it is "on screen". Then press the command q keys to quit out of it. Go into your Users/your_username/Library/Preferences folder and drag the com.ambrosiasw.snapz.plist file to the trash.

Restart Snapz Pro X 2 and you should be all set.

Why am I asked to register Snapz Pro X 2 every morning?
Chances are you are getting that dialog as you have entered a License Code for Snapz Pro X 1.X with movie capability though you are running Snapz Pro X 2.

There is a $20 upgrade fee to go from Snapz Pro X with movie capability to Snapz Pro X 2 with movie capability. The dialog displayed should indicate this.

The upgrade from Snapz Pro X 1.X with movie capability to Snapz Pro X 2 without movies is free, though you will have to dismiss this dialog each time you launch Snapz Pro X 2. The dialog will not interfere with the use of your machine, and can be dismissed immediately - no need to wait for the Not yet button to become active.

The dialog is displayed to let users know why their movies are being watermarked even though a with movie capability License Code has been entered.

If you do not want to purchase the upgrade, and don't want to dismiss that dialog then go to:

`http://www.ambrosiasw.com/utilities/snapzprox/addons.html`

and download Snapz Pro X 1.0.9, the latest version you have a License Code for.

If you feel you have purchased Snapz Pro X 2, contact reception@AmbrosiaSW.com with your User ID, the product in question, and the postal address used at the time of the order.

Snapz Pro X 2 is not saving my movie properly. It either isn't saved at all, or has a .mo extension instead of .mov - what can I do?
This problem should be fixed in the 2.1.1 version of Snapz Pro X 2.

If you are running 2.1.1 and the problem persists, please contact
`help@AmbrosiaSW.com.`

When I import my movies into iMovie, the video looks terrible - what can I do?
You can import any QuickTime movie file into iMovie, unfortunately it will have to be converted to DV format first.

DV - Digital Video - is the format digital video cameras use, and is the native format for iMovie. When a .mov file is converted to DV, it will degrade in video quality. It is similar to a 72 dpi image that looks great on screen, but looks terrible when printed.

It is not a problem with Snapz Pro X 2 but is caused by the conversion from one format to another.

Why is my password rejected when I try to install Snapz Pro X 2?
The installer is asking permission to run by asking for the username and password you use to log into the machine. You will not need to enter the Snapz Pro X 2 License information until after running the installer.

Does Snapz Pro X 2 work with OS7/8 0r 9?
Snapz Pro X 2 is for OS X 10.2 or later and will not work if you are booted into OS 9. However, if you are booted into OS X, Snapz Pro X 2 can capture applications running in the Classic environment.

Please note: If you are running OS X 10.2, elements of Classic applications will turn white when trying to record with Snapz Pro X 2. This does not happen in either OS X 10.3, or OS X 10.4 or later.

Snapz Pro 2 is a similar product for OS 7/8 and 9. Check it out:

`http://www.ambrosiasw.com/utilities/snapzpro/`

Is Snapz Pro X 2 compatible with USB mics?
It sure is. If you have any problem with your microphone, be sure it is selected as the input source in System Preferences -> Sound -> Input.

Can I get rid of the Splash Screen?
Snapz Pro X 2 displays the splash screen every time it launches. As
Snapz Pro X 2 is in your Login Items, it displays each time the
machine is logged into.

Splash screens are pretty standard for third party applications - from
Adobe Photoshop, to Unreal Tournament. Snapz Pro X 2 also runs
invisibly in the background, not in the Dock, so the splash screen
indicates to users that it is up and running.

All that said, if you do not want to see the splash screen, type the
following into the Terminal:

  defaults write com.ambrosiasw.snapz SkipSplashScreen true

and you should be all set.

My microphone track is barely audible - what can I do?
By default Snapz Pro X 2 allows the System to set the input gain. To
set the gain manually, deselect the Auto Mic Input Gain option in the
Movie Settings (Invoke Snapz Pro X 2 so it is on screen, click on the
Movie button, and uncheck the Auto Mic Input gain option). With this
option deselected Snapz Pro X 2 will use the settings you choose in the
Input pane of the System Preferences Sound panel.

**Unless I record only a tiny area of the screen, my audio breaks
up as frames are captured - what can I do?**
This is generally due to CPU overload and mostly affects portable
machines. Set your monitor to millions mode and try again. We have
found that some notebook video cards do not have well-optimized
video drivers for thousands mode. If the problem persists, try reducing
the framerate, and the real estate being recorded.

**Why won't Snapz Pro X 2 save a movie at the quality setting I
have chosen?**
There is a cosmetic bug in Snapz Pro X 2 where the text description
does not update when a change has been made to the image quality in
the Video Settings. Your movie is saving at the quality you have set
with the Quality slider in the Video Settings of the Save Movie dialog.
This will be fixed in an update to Snapz Pro X 2.

If you would like to be notified when this bug is fixed, please go to
http://www.ambrosiasw.com/support/ and sign up for the

ambrosia_announce list.

Why aren't my images saved in the format I have chosen in the Snapz Pro X 2 Preferences?
The file option in the Preferences is for setting the creator type for each of the file types. If you set jpg settings to Photoshop, all jpgs captured by Snapz Pro X 2 will automatically open in Photoshop when you double click on them.

To set the file type for the image being captured, invoke Snapz Pro X 2 (command shift 3 by default) and click on the button of the capture tool you want to use. Then set the file type in the File type popup menu.

I am having problems recording a game in full screen mode - what can I do?
Snapz Pro X 2 should be able to record most games.

In the Movie settings palette, click on the disclosure triangle, and then check the Smoother (but more CPU-intensive) video capture checkbox. This setting causes Snapz Pro X 2 to directly access VRAM all of the time, which does indeed use up more CPU power, but it will allow it to record movies of games that write directly to the screen.

You normally want this option off, because it affects the performance of the video capture, but for some games, it is the only way to record from some games. Unfortunately, there is not a way for us to auto-detect when it needs to be used, so we had to put it in as a user-settable option.

You would also want to use this option to record things like the various MacOS X window animations to get the smoothest video.

If you are still unable to capture from that game, try playing in Windowed mode. Some games take over the screen completely when played in full screen mode, not allowing Snapz Pro X 2 to even draw the palette let alone capture the video.

I'm having problems creating movies for my video iPod - what can I do?

Here are the requirements for the video iPod:

H.264 video

File formats: .m4v, .mp4 and .mov

Video: Up to 768 Kbps, 320 x 240 pixels, 30 frames per second, Baseline Profile up to Level 1.3

Audio: AAC-LC up to 160 Kbps, 48 KHz, stereo audio

MPEG-4 video

File formats: .m4v, .mp4 and .mov

Video: Up to 2.5 Mbps, 480 x 480 pixels, 30 frames per second, Simple Profile

Audio: AAC-LC up to 160 Kbps, 48 KHz, stereo audio

The video iPod will only accept movies with audio tracks in the AAC format. Snapz Pro X 2 can not save the audio track as AAC, so movies created by Snapz Pro X 2 that include an audio track can not be played on the video iPod. We're looking into a solution for a future update to Snapz Pro X 2.

Movies created by Snapz Pro X 2 with no audio track that are up to 2.5 Mbps, 30 fps or less, 320x240, Baseline Profile up to Level 1.3, and saved with the H.264 codec can be played on the video iPod.

Movies created by Snapz Pro X 2 with no audio track that are up to 768 kbps, 30 fps or less, 480x480 and saved with the MPEG-4 codec can be played on the video iPod.

The best way to get movies created by Snapz Pro X 2 to play on the video iPod, no matter what settings they were saved with, is to use the Export option in QuickTime Pro 7. Open the movie in QuickTime Pro 7, go to the File menu to Export...then choose Movie to iPod (320 x 240) in the Export popup menu and click on Save. A copy of your movie will be saved as an m4v file with an AAC audio track at 320x240 pixels.   Drag the new movie to the iPod in your iTunes playlist and it should be listed under Movies on the video iPod.

Why won't Snapz Pro X 2 invoke; I have it set to command shift 3?
First be sure you are running the latest version of Snapz Pro X 2 - 2.1.0. It is a free update to owners of Snapz Pro X 2.

If you are running any version of Snapz Pro X 2 prior to 2.1.0, go to:

`http://www.ambrosiasw.com/utilities/snapzprox/addons.html`

and download the first file listed.

Then try this - trash the Snapz Pro X 2 preferences, but first quit out of Snapz Pro X 2. Double click on it until it appears on screen. Then press command q to quit out of it. Then go into Home/Library/Preferences and trash the com.ambrosiasw.snapz.plist file.

Then go into System Preferences to Keyboard and Mouse -> Keyboard Shortcuts and be sure the built in screen capture is turned on. Then click on the Use Defaults button.

Restart your machine.

If Snapz Pro X 2 is not in Login Items, launch it by double clicking on it.

A splash screen should appear, and then a notice under that saying "Snapz Pro X is now running, even though its icon isn't displayed in the Dock. To invoke it, press the command shift 3 keys (all at once)."
Then click on the OK button.

If the problem persists on your OS X 10.2 machine, double click on the Snapz Pro X 2 application until the palette appears. Then click on the Preferences tab, and change the hot key selected from 3 to a 9.

Now invoke Snapz Pro X 2 with command shift 9 and you should be all set.

If you still have problems, please contact tech support at help@AmbrosiaSW.com.

Why are the file sizes of the movies I recorded with Snapz Pro X 2 so large?
Check the keyframe setting in the Save Movie dialog of SP X.

When you stop your recording and get to the Save Movie dialog, click on the Settings button next to the video track.

If the codec selected has a keyframe option, be sure it's checked and set to a high number - 500 at least.

Why does my mic track lag my video track when I record long movies?
What it boils down to is your CPU is just plain overdriven. The video capture takes place at a slightly higher priority than the microphone recording, and there are only so many CPU cycles to go around.

So when you overdrive your machine, the video and mac audio capture use up what little CPU is left, which can occasionally cause the microphone recording to drop out.

Given that we are dealing with finite resources, the only workarounds would be to use a more powerful machine, or lower the framerate of the recording. Something has to give -- we can not get more CPU cycles out of the machine than are available. Some task will pre-empt another task.

Now, we are looking into how we can do a better job keeping the tracks in synch, but you would still end up with a microphone recording that skipped slightly when it was starved for CPU time.

Why do my movies and images already have watermarks on them even though I have only been trying Snapz Pro X 2 for a couple of weeks?
The trial period offers full features without watermarks for 15 days, or 100 captures. After that you can still continue to use Snapz Pro X 2 to be sure it does exactly what you want, and is compatible with your system, but it will place watermarks on the images and movies it creates.

Is Snapz Pro X 2 able to do "this" on my machine, or, can Snapz Pro X 2 do "that"?
The best way to guarantee Snapz Pro X 2 is capable of doing what you want, and works on your system, is to download it and take advantage of the free full-featured 15 day or 100 capture trial period.

Why doesn't my movie have sound?   I checked the audio options both before and after recording.
Missing audio in movies was a bug in the 2.0.1 version of Snapz Pro X 2.

Downloading the latest version should take care of the problem. To get the latest version go to:

`http://www.ambrosiasw.com/utilities/snapzprox/`

What codecs and settings should I use to save out my movie?
We stay away from recommending specific settings as it is pretty subjective, and all of the elements in the Save Movie dialog come from QuickTime, not Snapz Pro X 2, and therefore are a bit beyond the scope of these FAQs.

That said, the Animation, or Graphics codecs do a fine job of preserving quality while reducing file size. The Component Video codec is a good choice when importing into Final Cut Pro.

Why can't I capture movies of PowerPoint in presentation mode?
It is due to the way it takes over the whole screen. It will not allow Snapz Pro X 2 to draw the palette on screen, let alone capture it.

We are looking into possible solutions.

Why can't I capture movies of Keynote in presentation mode?
Provided you have Keynote 3 or higher, you can! Go into the Slideshow Preferences of Keynote and turn on the option titled "Allow Exposé, Dashboard and others to use screen". Earlier version of Keynote do not have this option.

I have a MOTU card installed, is Snapz Pro X 2 compatible?
Currently we can not guarantee Snapz Pro X 2's performance with third-party audio cards, though we are working on it.

In the meantime, change the sound output preferences setting for the MOTU card to built in audio controller, and you should be all set.

I need to uninstall Snapz Pro X 2, but the uninstaller gives me an error - what can I do?
Sorry for the frustration. We are looking into problems that have been reported with the uninstaller.

In the meantime, open your system preferences and select Login Items if you are on an OS before OS X 10.3.

Then remove SP X if it has been added there.

If you are on OS X 10.3, or later open Accounts in System Preferences and select your account. Then click on the Login Items tab. Remove SP X if it has been added there.

Go to your Applications folder and double click on Snapz Pro X until it comes on screen with the palette that contains the Screen, Objects, Selection and Movie buttons. Press command q to quit out of it.

Then drag the Snapz Pro X folder to the trash.

Snapz Pro X also places a folder in your Library folder for watermarks.

Drag that folder to the trash.

Then go to System/Library/Extensions and trash the AmbrosiaAudioSupport.kext file. You will be asked for an admin's username and password to verify you have permission to alter the System folder.

Why is Snapz Pro X slow on my Intel MacBook?
Switch your display into "Millions" in System Preferences->Displays. The "Thousands" setting for Intel Macs that have on-board video (such as the MacBook and Intel Mac Mini) is slower than it should be because the video driver Apple ships with those machines is not optimized for "Thousands" mode.

I have a Firewire audio interface, and although I set Snapz Pro X to record in stereo, the Mac Audio track is in mono - what can I do?
This is an issue we are aware of, and we are working on a solution. In the meantime, the only workaround is to set the audio output in the Sound pane of your System Preferences to built in.

How can I delay saving my movie?
Click on the Save button in the Save Movie dialog, and then click on the Cancel button. Click on Save Later...in the dialog presented. The next time you invoke Snapz Pro X 2 the Save Movie dialog will be presented, allowing you to save your movie at your convenience.

I am having problems with Snapz Pro X 2 not described in this FAQ - what can I do?
First be sure you are running the latest version of Snapz Pro X 2 - 2.1.0.

Select the application icon inside the Applications folder, and go to the File menu to Get Info. If the version number is anything prior to 2.1.0, go to `http://www.ambrosiasw.com/utilities/snapzprox/addons.html` and grab the first file listed.

Before running the installer, trash the preferences for Snapz Pro X 2. Go to Hard Drive/Users/your_username/Library/Preferences and drag the com.ambrosiasw.snapz.plist file to the Trash.

Install Snapz Pro X 2.

If problems persist contact Ambrosia Tech Support at `help@AmbrosiaSW.com`.

Registration and Contact Info
How to pay for Snapz Pro X and get in touch with Ambrosia

How do I register Snapz Pro X 2?
Registering is a two step process. First you need to purchase a license code, and then you need to enter the license code to unlock the software.

How do I purchase a license code?
Snapz Pro X 2 has an integrated registration system that allows you to easily purchase the product through the Ambrosia website. Simply launch Snapz Pro X and click on the Continue button in the Register notice to get to the Purchase a Copy page. If Snapz Pro X 2 is already running, invoke it and click on the About tab. Then click on the Register button to open the Register notice, and then click the Continue button once to get to the Purchase a Copy page.

Click on the Purchase Now! button and you will be taken to the secure Ambrosia online store. Then follow the easy, step-by-step instructions from there. You will receive a license code by email as soon as the transaction has been completed. If no email address is provided the license code will be sent by post card.

Ambrosia Software, Inc. also has a toll free order line that is available from 9AM - 5PM Monday through Friday EST. Please have your Visa, Mastercard, Discover, JCB or American Express credit card handy. Please note that this is an order-only line. They will not be able to answer any technical support questions. Inside the US and Canada, please call: 800.231.1816. Outside of the US and Canada, or for technical support, please call 585.325.1910.

You can also mail your registration information, including User ID, the product being registered, mailing address, and an email address if you have one, to:

Ambrosia Software, Inc.
PO Box 23140
Rochester NY 14692

Once we've processed your registration we'll send the license code to you by email if an address is provided or by post card if not.

Once I have purchased my license code, how do I license my software?

To enter your license code, simply launch Snapz Pro X and click on the Continue button in the Register notice twice to get to the Enter License Code page. If Snapz Pro X is already running invoke it and click on the About tab. Then click on the Register button to open the Register notice, and then click the Continue button twice to get to the Enter License Code page.

Enter the license information exactly as it was sent to you, and you're all set!

I have lost my code, how can I get it replaced?
We've tried to make it as easy as possible to retrieve your license code.

Launch Snapz Pro X and click on the Continue button in the Register notice twice to get to the Enter License Code page. Click on the I Lost my Code button and you will be taken to the lost codes section of the Support page.

You can also go directly to the lost codes section of the Support page. Go to `http://www.ambrosiasw.com/lostcodes/`.   Enter your email address, and every single license code in our database associated with your address will be sent to that address within seconds. If no registrations are found under that address you will be asked to provide more information to find your registration.

If you no longer have access to that email address, you can contact `lostcodes@AmbrosiaSW.com`   with the details of your order, including the User ID, the product(s) in question, and the mailing address used at the time of the order and we will return an updated license code.

If all of your order information is included in your request, we can send you your license code, and update our database to your new email address. That way you can retrieve your license automatically using the lostcodes section of our Support page
`http://www.ambrosiasw.com/lostcodes/`.

Is my license code good forever?
License codes do expire, but registrations are forever.

Once you have entered a license code to register a piece of software, that software is registered forever. You should *never* have to enter a license code again unless you install the software on a new machine, or do a clean system install.

You should save your license code even after it has been entered in

case you need to register the software on a new machine or do a clean system install.

If you need to enter your license code after thirty days, it will be rejected as expired, but if your computer is connected to the internet, a Renew button will appear. Click on this button, and a new, updated code will be sent back to you automatically within seconds.

Do not worry, Ambrosia respects your privacy. Nothing is sent to Ambrosia automatically. Information is sent only if you click on the Renew button, and then the only information sent is the expired license information contained in the Register notice.

You can also obtain an updated license code using the lost codes section of the support page. Go to `http://www.ambrosiasw.com/lostcodes/.`   Enter your email address, and every single license code in our database associated with your address will be sent to that address within seconds. If no registrations are found under that address you will be asked to provide more information to find your registration.

If you no longer have access to that email address, you can contact lostcodes@AmbrosiaSW.com with the details of your order, including the User ID, the product(s) in question, and the mailing address used at the time of the order and we will return an updated license code.

If all of your order information is included in your request, we can send you your license code, and update our database to your new email address. That way you can retrieve your license automatically using the lostcodes section of our Support page

`http://www.ambrosiasw.com/lostcodes/.`

If all else fails, call 585 325 1910, and we will be glad to issue an updated code, and update your information in our database so you can retrieve your codes using one of the automated procedures outlined above.

Registration options for Snapz Pro X 2
There are two levels of functionality to Snapz Pro X 2. Snapz Pro X 2, with only static screen capture capability, comes with a $29.00 registration fee. Snapz Pro X 2 w/ Movie capture, which has all of Snapz Pro X's features, plus the ability to record the action on your screen and save it as a QuickTime movie, has a $69.00 registration fee.

The video capture engine of Snapz Pro X was rewritten from the ground up for Snapz Pro X 2. Even so, there is still a discount for upgrading from a previous version of Snapz Pro X. The upgrade from Snapz Pro X 1.x.x without movie capture to Snapz Pro X 2 without movie capture is free. To upgrade from Snapz Pro X 1.x.x without movie capture to Snapz Pro X 2 w/Movie capture costs $40.00. Upgrading from Snapz Pro X 1.x.x w/Movie capture to Snapz Pro X 2 w/Movie capture costs $20.00. If you have any questions on upgrading, please contact us at 585.325.1910 or contact us via email at `help@AmbrosiaSW.com.`

We don't gouge you with absurd prices. We don't fool you into buying our software with slick advertising. What we ask is this, if you like our products, simply support us by paying for them. If you don't like our products, don't use them (or better yet, tell us why you don't like them, so that we can improve them).

About Ambrosia Software, Inc.
Ambrosia Software, Inc. is a small company dedicated to bringing you quality software, excellent support, and innovative ideas all at a reasonable cost. We give you commercial-quality software at a fraction of the price, with the added convenience of being able to try out the software before you pay for it.

Ambrosia distributes software electronically on our website `http://www.ambrosiasw.com/` You can also get all of our products on a single DVD. The Ambrosia DVD contains unregistered versions of all of our games and utilities. The DVD sells for only $10, or for an amazing $5 when purchased along with a registration. We pay for the shipping no matter where the DVD is being sent.

To see a listing of our products as well as the DVD, visit our site `https://secure.ambrosiasw.com/`

All of our products offer a free trial period. This allows you to try the software before you purchase it to ensure it does what you want, and that it works on your system.

Contact Information
Please feel free to get in touch with us using any of the following
methods:

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Rochester, NY 14692

Tel: **585.325.1910** (technical support)
800.231.1816 (orders only)

Fax: **585.325.3665**

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