

CREATOR®NXT 8

Frequently Asked Questions



Support & Resources

How do I contact customer support?

If you need assistance, please reach out to the Corel Customer Support team using the contact information provided below.



Roxio Support



corelhelp@corel.com



1-877-582-6735

Where can I get additional information and support?

The answers to common questions about the product may be found in this FAQ document. If you can't find the answers you are looking for, check out these additional resources to learn more:

- ◆ [User Guide](#) | Access step-by-step instructions to install the software and complete the most popular workflows.
- ◆ [Knowledgebase](#) | Connect with other users and ask questions, learn tips and tricks, and browse additional FAQs.
- ◆ [In-product Help](#) | To get help for the activity you are currently working on, press F1. Use the Help menu to access the full Help guide.



Installation

What are the System Requirements?

Minimum System Requirements:

- ◆ Microsoft Windows 10, 64-bit required for some functionality
- ◆ Hard drive with at least 4 GB free space for installation
- ◆ Multi-core processor highly recommended:
 - For data burning and copy, audio capture, and editing: Intel 1.6GHz Pentium 4 Processor or AMD equivalent, 1 GB RAM
 - For video or photo editing, conversion, and playback: Intel Pentium 4 2GHz processor or AMD equivalent and 2 GB RAM
- ◆ 1024x768 DirectX 9.0c compatible graphics card with at least 16-bit color setting, sound card, DVD-ROM drive
- ◆ For burning and disc copy:
 - MyDVD video disc authoring requires 64-bit OS
 - DVD and BD copy, as well as video editing and authoring, may require a large amount of free disk space, up to 10's of GBs
- ◆ For video capture:
 - OHCI compliant IEEE 1394 FireWire card for use with DV cameras or Roxio Video Capture USB for analog sources

Supported Languages:

- ◆ Roxio Creator NXT 8: English, French, Italian, German, Spanish, Dutch, Japanese
- ◆ Corel AfterShot 3: English, German, Japanese (requires 64-bit OS)

What's included in the box?

- ◆ Creator NXT 8 Software DVD
- ◆ Installation instructions insert

Do I need a serial key?

Yes, a serial key is required for installation. If you purchased the box version, your serial key will be located on the disc sleeve inside the box. If you purchased a digital download from Amazon, your serial key will be located in your Digital Games and Software library within your Amazon account.

How do I install Creator NXT 8?

If you purchased the box version:

1. Insert the Creator NXT 8 software disc into your DVD drive.
2. The installation will automatically launch on most systems when the disc is inserted. If it does not, please locate and run the file.
3. Enter your serial key when prompted.
4. Follow the instructions on-screen to complete the installation.
5. Some bundled applications will run their own installation and these will begin automatically once the central application has been installed. You will be required to enter a separate serial key for AfterShot 3, and if you purchased the Pro version, PaintShop Pro 2020 as well.

If you purchased a digital download:

1. Navigate to where you downloaded the file installer on your computer.
2. Double-click the file to begin installation.
3. Enter your serial key when prompted.
4. Follow the instructions on-screen to complete the installation.
5. Some bundled applications will run their own installation and these will begin automatically once the central application has been installed. You will be required to enter a separate serial key for AfterShot 3, and if you purchased the Pro version, PaintShop Pro 2020 as well.

Note: An internet connection is required for product installation and updates. Windows may ask for your permission during various steps of the installation process. Please grant permissions when requested so that the installation can be completed.

How do I check if my PC system is 64-bit?

In Windows 10, right-click *This PC* and select *Properties*. It will be listed in *System Type*.

Is an active Internet connection required to use the product?

An Internet connection is required for product installation, registration, product updates, and some features. It is not required to run the software.

What file formats are compatible with Creator NXT 8?

Input Formats

- ◆ Video: AVI, DV, HDV, DV-AVI, MPEG-1/2/4, MPEG2-HD, DVD-Video, DVR-MS, ASF, MOV (AVC), WMV, 3GP, MPEG2 Transport Stream, AVC (H.264), HEVC (H.265)¹, AVCHD, 3D over/under full and half-height, side-by-side full and half-width, 3D MPO
- ◆ Audio: Audio CD, MP3, WAV, WMA, AAC, Ogg Vorbis, FLAC, M4a, MP4, Playlists (WPL, ASX, M3U), AC3
- ◆ Image: 3D MPO, JPG, PNG, TIFF, BMP, GIF

Output Formats

- ◆ Video: AVI, DV-AVI, HDV, MPEG-1/2/4, MPEG-2 HD, WMV, WMV HD, AVC (H.264), HEVC (H.265)¹, AVCHD, 3GP, 3D MPO, 3D side-by-side full and half-width, over/under full and half-height, anaglyph red/cyan
- ◆ Audio: MP3, WAV, WMA, Ogg Vorbis, FLAC, MPEG-1/2, M4a, M4b, AAC, Playlists (M3U, WPL)
- ◆ Image: JPG, PNG, TIFF, BMP, GIF, 3D MPO
- ◆ Video disc formats: DVD, Mini DVD, Blu-ray²
- ◆ Data disc formats: CD-R/RW, DVD+R/RW, DVD-R/RW, DVD-R DL, DVD+R DL, DVD-RAM, BD-R/RE, BD-R/RE DL, BDXL
- ◆ Disc image formats: Bread ISO, C2D, BIN/CUE, and GI; write ISO

¹ HEVC (H.265) support requires supporting PC hardware or graphics card and Microsoft HEVC Video Extensions

² Requires purchase of a separate Blu-ray plug-in from within the product



Pre-Launch Checklist

Best practices before you begin:

- ✓ 1. Ensure that the latest software updates are installed.
- ✓ 2. Ensure that your system drivers are up to date.
- ✓ 3. If you intend to burn discs, check that the firmware on your disc burning drive is also up to date.
- ✓ 4. For best results, save your disc projects to ISO files before burning to disc to ensure you have a complete file of your disc project saved digitally.



Troubleshooting

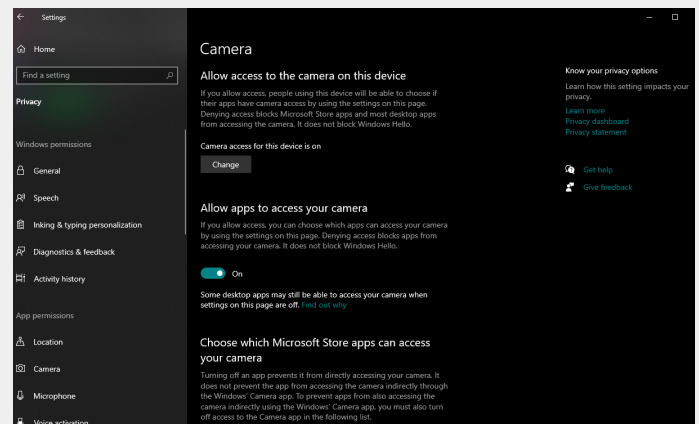
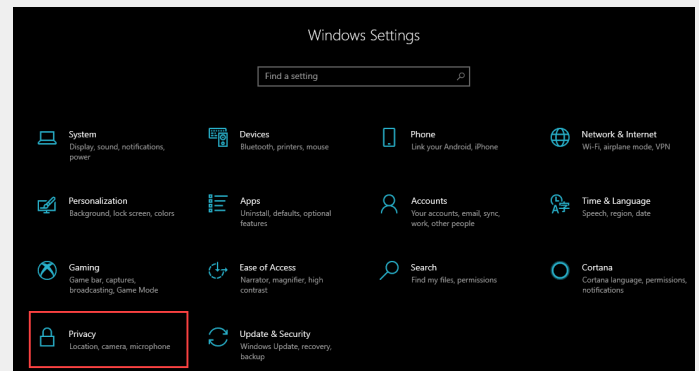
Serial key not registering

If the serial key you received is not recognized by the application, please reach out to the Roxio Customer Support team with your purchase information so they can investigate the issue.

Black screen during video capture

The most common cause for a black screen during a screen recording video capture is that the application you are trying to record has content protection measures in place. Close all windows and retry the screen recording to check if the black screen you see is caused by this content protection.

If this does not answer your question, you may not have granted Creator NXT 8 screen recording permissions at the time of installation. You can check these permissions by opening *Windows Settings* > *Privacy*, and then choosing *Camera* from the options on the left. This will open a panel where you can control independent app permissions for camera access.



Audio distortion/noise

Open your audio file in another media player to ensure that the audio file itself is not the source of the distortion. If this confirms that your audio file is clear, run your audio files through a file clean-up tool and retry the burn. This will often resolve the problem.

If you are still experiencing audio distortion, it's possible that your disc bitrate settings are a different bitrate than the audio file you have added. To ensure we can provide additional support that is specific to your error and file type, please reach out to Roxio Customer Support.

Crashes during DVD burning

The most common cause for errors during the burning process is that your drivers are not up to date, or the disc type you are using is incompatible with your system. Before beginning any burn, check that the latest software updates are installed, and that your firmware drivers are up to date.

Errors during burning can also be caused by low resources, such as system memory (RAM). If you experience issues due to system performance, try closing any unnecessary applications you have running before starting a disc burn.

We recommend saving your disc project to ISO before you burn to disc. This will save your project as a completed disc and you can begin the burn at any time without needing to recreate the project.

Unable to convert commercial DVDs

Commercial DVDs and Blu-rays, such as movies and TV shows, are typically copyright protected and cannot be captured and converted to digital files using Creator NXT 8.

Additional Questions

Still can't find the answer you're looking for? Our product experts will be happy to assist you. Contact the Roxio Customer Support team using the contact information provided below.



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