

Blackmagic USB 3.0 Products FAQ

Which Blackmagic Installer package should I use for Intensity Shuttle and UltraStudio Pro?

Use the USB 3.0 Desktop Video Installer.

Do I need to update my USB 3.0 drivers and firmware on my x58 based motherboard or third party PCIe card, that uses the NEC USB 3.0 chip to use Blackmagic USB 3.0 Desktop Video Products?

Before installing Pocket UltraScope, Intensity Shuttle or UltraStudio Pro, it is essential to check what NEC USB 3.0 firmware and driver versions are currently installed on your computer. This includes onboard USB 3.0 chipsets and USB 3.0 PCIe add on cards using the NEC chip. To do this follow the steps in [this PDF file](#).

Can I use UltraStudio Pro, Intensity Shuttle or Pocket UltraScope with my Mac?

Currently Apple Mac Pro's do not have USB 3.0 ports. We hope this will change soon!

Can I use a USB 3.0 PCIe card with my Mac for UltraStudio Pro, Intensity Shuttle or Pocket UltraScope?

Currently there is not a suitable USB 3.0 PCIe third party card that will be appropriate for use with UltraStudio Pro, Intensity Shuttle or Pocket UltraScope. We are working really hard with third parties to make this happen and will hopefully have a solution we can recommend soon.

Can I use a USB 3.0 PCIe card with my Windows PC for UltraStudio Pro, Intensity Shuttle or Pocket UltraScope?

Yes! On the Windows platform, you can use Blackmagic Design's USB 3.0 products with a P55 or X58 series motherboard which has been fitted with a USB 3.0 PCI Express card. USB 3.0 cards are available for around US\$30.

The USB 3.0 card must be one of the following:

- x4 lane PCI Express. This card can be fitted in a x4 lane or faster slot in any supported series of motherboard.
- x1 lane PCI Express 2.0. This card can be fitted in a x1 lane or faster PCI Express 2.0 slot in any supported series of motherboard.

On some motherboards, it may be necessary to enable PCI Express 2.0 for 1 lane PCIe slots in the BIOS to ensure full bandwidth is available to the PCI Express 2.0 slots.

Make sure your USB 3.0 card is installed in a PCIe slot connected to the North Bridge. This will ensure full bandwidth is being provided to your card. If you see the image of your Blackmagic output flashing, this would be a good indication that your USB 3.0 card is not running at full bandwidth.

Many USB 3.0 cards have shipped with older firmware and drivers which won't support Blackmagic Design's USB 3.0 products. It is essential to check the firmware and driver versions of your USB 3.0 card by following the procedure in [this PDF file](#).

Can I use a USB 3.0 ExpressCard in my Mac or Windows notebook?

ExpressCards for notebooks are not supported and will not work. The bandwidth they currently support is not suitable for Intensity Shuttle, UltraStudio Pro or Pocket UltraScope.

Can I use Blackmagic USB 3.0 Desktop Video Products on my Linux PC?

Currently there is no isochronous USB 3.0 driver support for Linux. We hope this will change soon.

What happens if I plug UltraStudio Pro, Intensity Shuttle or Pocket UltraScope into a USB 2 port?

The products will not function. A USB 3.0 port is required.

What motherboards can I use with onboard USB 3.0 with Blackmagic USB 3.0 Desktop Video Products?

Intel X58 series motherboards with onboard USB 3.0 support are required to support Blackmagic Design's USB 3.0 video products. The onboard USB 3.0 support of other motherboards, such as the P55 series, cannot be used.

Listed below are motherboards that have been verified for Intensity Shuttle, UltraStudio Pro and Pocket UltraScope

- ASUS P6X58D-Premium
- ASUS P6X58D-E
- Gigabyte GA-X58A-UD7
- Gigabyte GA-X58A-UD5

Many motherboards have shipped with older firmware and drivers which won't support Blackmagic Design's USB 3.0 products. It is essential to check the firmware and driver versions of your motherboard's USB 3.0 chip by following the procedure in this PDF file.

Which notebooks can I use with Pocket UltraScope?

We currently recommend the 15" HP Envy. We are in the process of qualifying more notebooks.

Does the Blackmagic SDK support UltraStudio Pro and Intensity Shuttle?

Yes. There are no code changes required by developers to support UltraStudio Pro and Intensity Shuttle.