



PIERO for Mac® Installation Guide

This document provides the system requirements, installation procedures and configuration instructions for installing and running PIERO on a Macintosh® computer.

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System Requirements

Model: MacBook Pro 15-inch or similar

Graphics: Must have NVIDIA or AMD Radeon graphics

Operating system: Mac OS X 10.11 El Capitan or later

Minimum display resolution: 1920 x 1080

USB Ports: For Sentinel HASP license key (and for mouse, keyboard and jog shuttle controller, as required)

Drivers:

- Sentinel HASP Runtime Environment drivers installed
- Contour Design ShuttleXpress drivers and application profile installed (if jog shuttle controller is required)

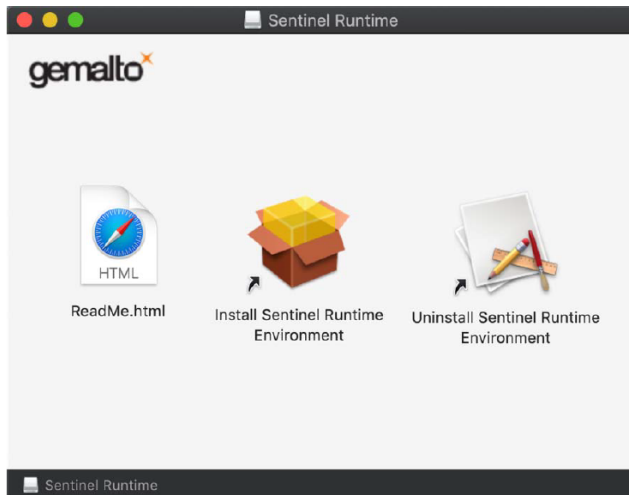
Before Installing PIERO

These are the things you need to do before installing PIERO:

1. Download the latest PIERO for Mac release.
2. Install the Sentinel HASP Runtime Environment v7.100 so that the PIERO USB license key will work.
This Sentinel Runtime Environment V7.100 will replace any earlier version present. You will only need to perform this update once, not every time you update PIERO.
3. If you want to use Contour Design ShuttlePRO v2 or ShuttleXpress controller with PIERO, you'll need to install the Contour Shuttle driver (if it is not already installed).

To install the Sentinel HASP Runtime Environment:

1. Open the downloaded DMG file.
2. In the **Extras** folder, double-click the **Sentinel_Runtime_7.100.dmg** file.



Install Sentinel Runtime Environment

★ Note: when you attempt to run the installer, you may see the following error message:



Sentinel Runtime Error Message

3. If you see this message, first click **OK** to close it.
4. Then right-click on the Install Sentinel Runtime Environment icon and from the pop-up menu, select **Open**.

This time, you will see a message similar to this.



Sentinel Runtime Confirmation Dialog

5. Click **Open** to continue with the installation process.

Apple introduced a new security mechanism in macOS 10.13 that requires a user's approval before loading third-party kernel extensions (kexts). Installation of Sentinel Runtime Environment is impacted by this security mechanism.

When installing the Runtime Environment on a new macOS 10.13 machine, you may receive an alert message System **Extension Blocked** as seen in the image below. This message does not occur if the operating system was upgraded from an earlier version and the Runtime Environment was been previously installed.



System Extension Blocked Message

6. Click **OK**.

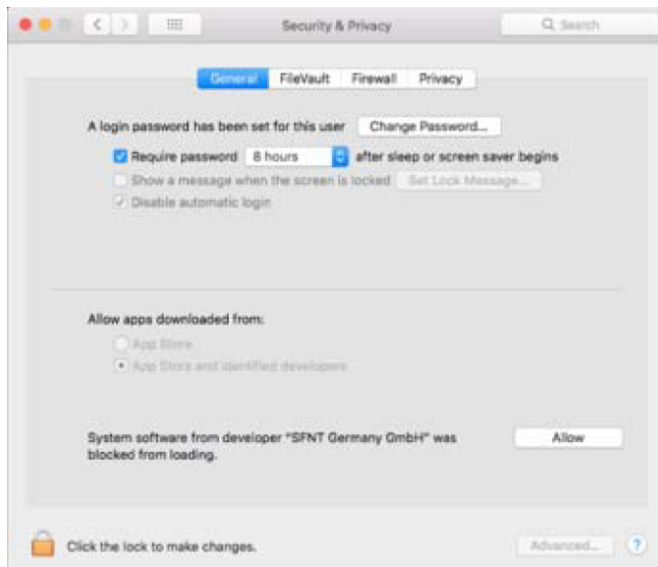
To complete the installation, proceed to **Security & Privacy** (as described below) in order to approve the kernel extension.

★ Once you click **OK**, you have 30 minutes to approve the software described on the next page.

7. Click the Apple icon.
8. Open **System Preferences** and go to **Security & Privacy**.
9. Click the **Allow** button next to the blocked software.

If you are not able to click the **Allow** button, you will need to unlock the pane.

Click the lock icon at the bottom of the pane and then enter your admin password.



Security & Privacy Settings

10. Restart your computer to complete the process.

To install the Contour Shuttle driver:

1. Go to <https://www.contourdesign.com/>.
2. Click the **Support** link at the top of the page.
3. On the **Support** page, click the **Drivers** icon.
4. Select the **Shuttle Drivers** tab and download the latest Mac driver.

A zip file will be downloaded to your **Downloads** folder.

If this is not automatically expanded, then double-click it. Double-click the Contour Shuttle vX.xx.dmg file to open it and a window will open. Double-click the Contour Shuttle icon.



5. Follow the installer instructions and when the installation is complete, restart your computer.

Installing PIERO

Installing Piero for Mac has two stages:

- Download and install the Piero release.

Each version of Piero has its own folder with the version number in the name. You can delete older versions of Piero if they are no longer required.

- Install the Piero assets for your user.

Before running Piero you need to install the various graphical assets needed by that version of Piero. These are stored in your user's **Documents** folder, in a folder called Piero.

To download and install PIERO:

1. Download the Piero for Mac release DMG file.
2. Open the DMG file and you'll see a window similar to the one shown below.



Installing PIERO

3. Drag the **PIERO** folder onto the **Applications** folder.

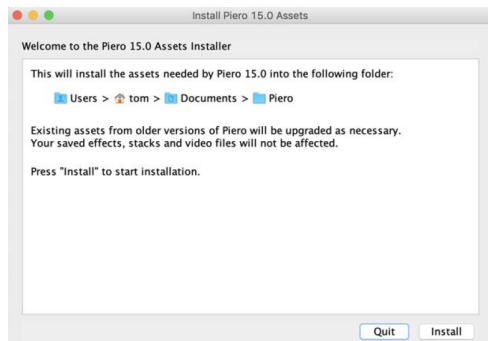
This will copy the **PIERO** folder into the **Applications** folder on your Mac which is available to all users.

4. The **Extras** folder contains additional useful files, including the Piero configuration for Contour Design shuttle controllers. If you are going to set up a shuttle controller, you might want to copy the **Piero.shuttleSettings** file onto your computer for use later.

To install PIERO assets:

1. Go to **Applications > PIERO** and run the **Install Assets** application.

You will see a window similar to the one below.



Install PIERO Assets

2. Press **Install**.

Installation Error

If you see an error message in the window saying that the installation cannot take place, try to rename or delete any existing folder called Piero in your **Documents** folder. Make sure that you keep copies of any video files or saved stacks and effects before deleting your Piero folder. Then try to run the **Install Assets** application again.

If you cannot resolve the installation problem, contact techsupport@rossvideo.com.



After Installing PIERO

The following configuration steps are important. They only need to be performed once, after installing Piero. Each separate user account that uses Piero will need to perform these steps, however. For additional information see the later section Using Piero For Mac.

Configure Display Resolution for PIERO

Currently Piero requires that your Mac's display is at least 1920 pixels wide and 1080 pixels tall. Depending on the model of Mac you are using, you may need to change your display resolution before using Piero.

To configure your display resolution:

1. Go to **System Preferences** and select **Displays**.
2. At the top of the window select **Display**.
3. Set the resolution to **Scaled**.

You will either see five scaling options or a list of resolutions.

4. If you have five scaling options, move the mouse pointer over each option to see what resolution that option will give you and select an option that is at least 1920 x 1080, for example one that says "Looks like 1920 x 1200".

OR

If you see a list of resolutions, select one that is at least 1920 x 1080.

Configure Function Keys on MacBook Pro with Touch Bar

The function keys (F1, F2, etc.) are used as shortcuts for various operations in Piero. If you are using Piero on a MacBook Pro with a Touch Bar it is useful to have the function keys displayed on the Touch Bar while Piero is being used.

To configure the function keys:

1. Go to **System Preferences** and select **Keyboard**.
2. At the top of the window select **Shortcuts**.
3. From the list on the left, select **Function Keys**.
4. Then press the **+** button and select the Piero application in the **Piero** folder in your **Applications** folder.



Configure Function Keys on Macs with Physical Function Keys

If you are using Piero on a Mac that has physical function keys rather than a Touch Bar, by default you will have to hold down the fn key to access the function keys (F1, F2, etc.) instead of adjusting volume, brightness etc. You might find it useful to have the function keys work without needing the fn key to be held down.

To configure physical function keys:

1. Go to **System Preferences** and select **Keyboard**.
2. At the top of the window, select **Keyboard**.
3. Select the **Use F1, F2, etc. keys as standard function keys** checkbox.

Check Function Keys Allocation

Piero uses the function keys F1 to F12 as keyboard shortcuts. In the default macOS setup, some of these may be allocated to system-wide shortcuts, such as F11 for **Show Desktop** and F12 for **Show Dashboard**.

To check function key allocation:

1. Go to **System Preferences** and select **Keyboard**.
2. At the top of the window select **Shortcuts**.
3. Check the **Mission Control** category listed on the left and make sure that F11 and F12 are not allocated to any commands that are active (checked).

★ Note: This does not apply to shortcuts that use the **Control** key and a function key, such as \wedge F1, \wedge F2, etc.

Import the Contour Shuttle Application Profile

If you want to use a Contour Shuttle controller with Piero you should install the Piero application profile. Each user on the computer will have to do this once, but it is not necessary to perform this every time you update Piero.

To install the PIERO application profile:

1. Click the **Contour Shuttle** icon in the menu bar and select **Shuttle Settings** to open the settings application.
Alternatively, you can run the Contour Shuttle application in your Applications folder.
2. At the bottom left of the **Contour Shuttle** window, click the cog icon and select **Import Settings**.
3. In the **Extras** folder on the Piero disk image, locate the file called **Piero.shuttleSettings**.

Running PIERO for Mac

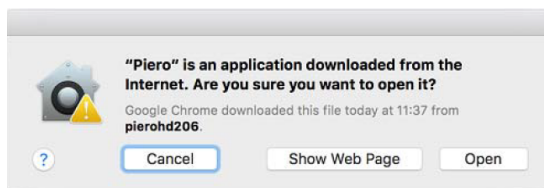
Before trying to run PIERO, make sure your USB license key is plugged in.

Piero will not launch if the USB license key has expired. The remaining time available on your license key is shown in the Launcher.

To start PIERO:

1. Go to the **Piero** folder in your **Applications** folder, and start the **Launcher** application.
The Piero Launcher will appear.
2. Configure the options (video, audio and sport) as required.
3. Click the **Launch Piero** button to save these options and start Piero.

If this is the first time you are running PIERO, you may see a warning message similar to the one below:



PIERO Warning Message

4. Click the **Open** button to continue.
5. For subsequent use, if you want to use the same options, you can run the PIERO application directly.
6. To change any of the options, run the Launcher, select new options and click the **Launch Piero** button.

Using PIERO for Mac

Please refer to the Piero User Guide for full operating instructions for Piero. The following additional notes may be helpful for users

of the Mac version.

User Guide and Release Notes

To find the Piero user guide and release notes, either click the **Open Documentation** Folder button in the Launcher or look in the **Documents/Piero/userguide** folder in your home folder.

Location of Video Files

- Piero expects to find your source video files in the **Documents/Piero/clips/PieroSource** folder in your home folder.



- When you record your Piero output, the resulting files go into the **Documents/Piero/clips/PieroExport** folder.

Full Screen Mode

Currently Piero only works correctly when running in full-screen mode. When you start Piero it automatically goes into full-screen mode. If you take Piero out of full-screen mode you should return to full-screen mode by clicking the green button in the top-left corner of its window.----

Additional Mouse Buttons

Some features of Piero make use of the right and middle mouse buttons, as well as the scroll wheel. In System Preferences, the right mouse button is referred to as the “secondary button” or “secondary click” and the middle mouse button is referred to as “button 3”.

- To make use of a multi-button mouse, in **System Preferences > Mouse**, enable the “secondary button” and “button 3”.
- If you are using a trackpad, in **System Preferences > Trackpad**, configure right-clicking as the “secondary click”.

Delete and Backspace Keys on Laptops

The backspace key on a Mac laptop is at the top-right of the keyboard, It is marked either with a left-facing arrow or with the word **Delete**. Piero uses the backspace key in various ways when manipulating effects (see the “i” icon on an effect property sheet to see keyboard shortcuts).

The **Delete** key is usually not present on Mac laptop keyboards. It is available on external keyboards with a numeric keypad. Piero uses the **Delete** key to remove the currently-selected effect from the timeline, but the **F12** key also deletes the current effect.

To get the same effect as pressing the **Delete** key, press and hold the **fn** key and press the **Backspace** key.

Keyboard Stops Responding Correctly

If you find that the keyboard has stopped responding correctly in Piero, it could be because you have held down a key that produces a pop-up accent menu.

To resolve this:

1. Click in a text box in Piero (e.g. the effect name at the top of the property sheet) and hold down the **E** key.
2. When you see the pop-up accent box, press the **Esc** key.
3. Then press **Backspace** to remove the **E** character that you typed.

The keyboard should work correctly again.

If you find that this problem is a particular nuisance you can disable the pop-up accent box.

To disable the pop-up accent box:

1. Go to **System Preferences** and select **Keyboard**.
2. At the top of the window, select **Keyboard**.
3. Set the **Key Repeat** setting to **Off**.

Location of Log Files

When investigating a problem, you may be asked to send log files to Piero support. These can be found in the home folder in the **Documents/Piero/log folder**.