

Short FAQs about the USB Capture HDMI 4K Pro

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1. What are the feature differences between the new USB Capture HDMI 4K Pro and the existing USB Capture HDMI 4K Plus?

The USB Capture HDMI 4K Pro features a USB Type C interface that supports USB 3.2 Gen 2x2 (up to 20Gbps), enabling it to capture signals at up to 4096x2160 60fps 4:4:4 when connected to a host with the same USB connectivity. In contrast, the USB Capture HDMI 4K Plus features a USB 3.0 interface with 5Gbps USB throughput, and can capture signal up to 4Kp30 4:2:0.

The USB Capture HDMI 4K Pro is also capable of capturing 10-bit High Dynamic Range (HDR) sources when used with software that directly supports this feature through the Magewell SDK. (10-bit HDR is not available through standard UVC compatibility). The USB Capture HDMI 4K Pro also allows users to customize the “no signal” status image with the latest version of the USB Capture Utility.

For a summary of the differences between all USB Capture models, please see www.magewell.com/capture/usb-capture.

2. Can I capture HDR with the USB Capture HDMI 4K Pro?

To capture HDR signals with the USB Capture HDMI 4K Pro, the software you are using must directly support this feature of the device through our SDK. (HDR support is not available through standard UVC compatibility). Software developers are encouraged to see the API for capturing the InfoFrame information of the signal source in the MWCapture SDK, which also provides examples of how to capture and render HDR 10 signals. For more details, please contact support@magewell.net.

3. I know that USB 3.x devices cannot achieve 20Gbps throughput on Mac systems, and that the macOS operating system version can also affect the throughput. What performance has Magewell been able to achieve with the USB Capture HDMI 4K Pro on Mac systems?

Please see this Knowledge Base article for the results of our Mac testing: www.magewell.com/kb/detail/0002020001.

4. Is the USB cable provided with the USB Capture HDMI 4K Pro a special cable?

Magewell provides two different USB cables (each approximately 80cm long) with

the USB Capture HDMI 4K Pro to accommodate different types of USB interfaces on host computers. Unlike previous USB Capture models, the USB cables for USB Capture HDMI 4K Pro adhere to standard pin definitions. The original factory-supplied cable comes with fixed screws to better secure the connection of the USB Type C interface on the capture device.

5. I noticed that the USB Capture Utility has been updated. The USB Capture HDMI 4K Pro press release mentioned new features including modifying device names and disabling the device's audio capabilities. Are these features applicable to other USB Capture models?

These two new features are also applicable to other USB Capture models, but the firmware of the devices must be upgraded to V2.6.10385 or above. Note that the custom device name must be between 2-16 characters in length and cannot contain spaces.

6. With the updated USB Capture Utility, users of USB Capture HDMI 4K Pro can customize the no-signal status image. What are the format and resolution requirements for this image?

The resolution of the uploaded image should not exceed 720x576, and the supported image formats are PNG or BMP.