MSP 331

Quick Start

RGBlink®
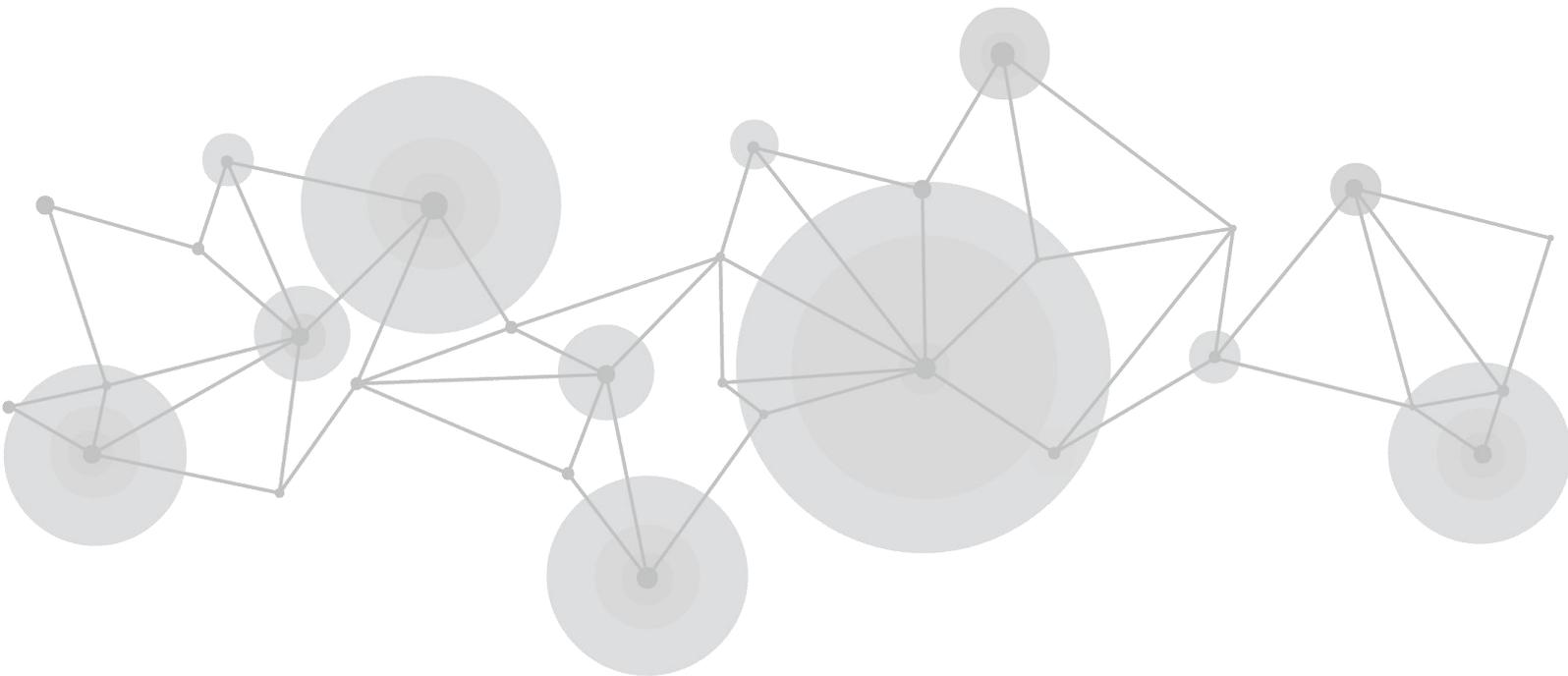
1.Product Introduction

MSP 331,a 4K recording HDMI to USB-C video capture device, can capture a single HDMI input signal. It compatible with Windows 7, 8, 8.1, 10, Linux OS, Mac OS and Android system. Compatible with a variety of USB 3.0 chipsets (Intel, Renesas, ASMedia, Fresco Logic), backward compatible with USB 2.0. Its Type-C output meets UVC and UAC standard,without having to install drivers and settings ,the real plug-and-play,easy to use.

MSP 331 System Connection

RGBlink offers solutions to demanding technical problem. Any application questions, or required further information, please contact with our customer Support Engineers.
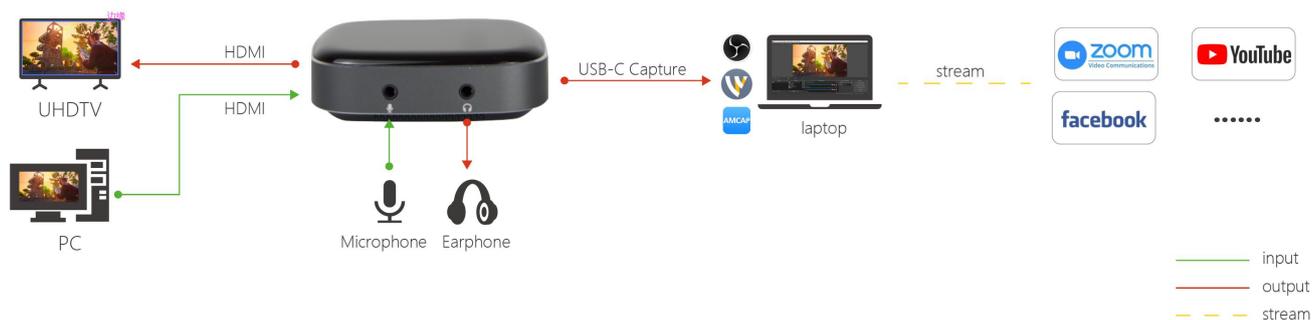
System Connection Diagram

2.Package Accessory

1）MSP 331 ×1
2）Type-C cable×1
3）Quick Start×1

RGBlink®

3.Operating Instruction

3.1 System Requirements

OS: Windows 10 64-bit, Mac OS 10.13 or above recommended

Hardware	Desktop computers	Notebook computer
CPU	Intel Core i5-6XXX 8G or above	Intel Core i7-7700HQ 8G or above
Graphics	NVIDIA GeForce GTX 1060 8G or above	
RAM	8G or above	
Port	USB 3.0/USB 3.1/USB 3.2	

3.2 Instruction

Preview Settings

1）Open OBS, select the second "Source" box in the lower left corner, click "+" and select "Video Capture Device", click "OK "

2）Double-click "Video Capture Device" or right-click "Video Capture Device" - "Properties", set as shown, click "OK "
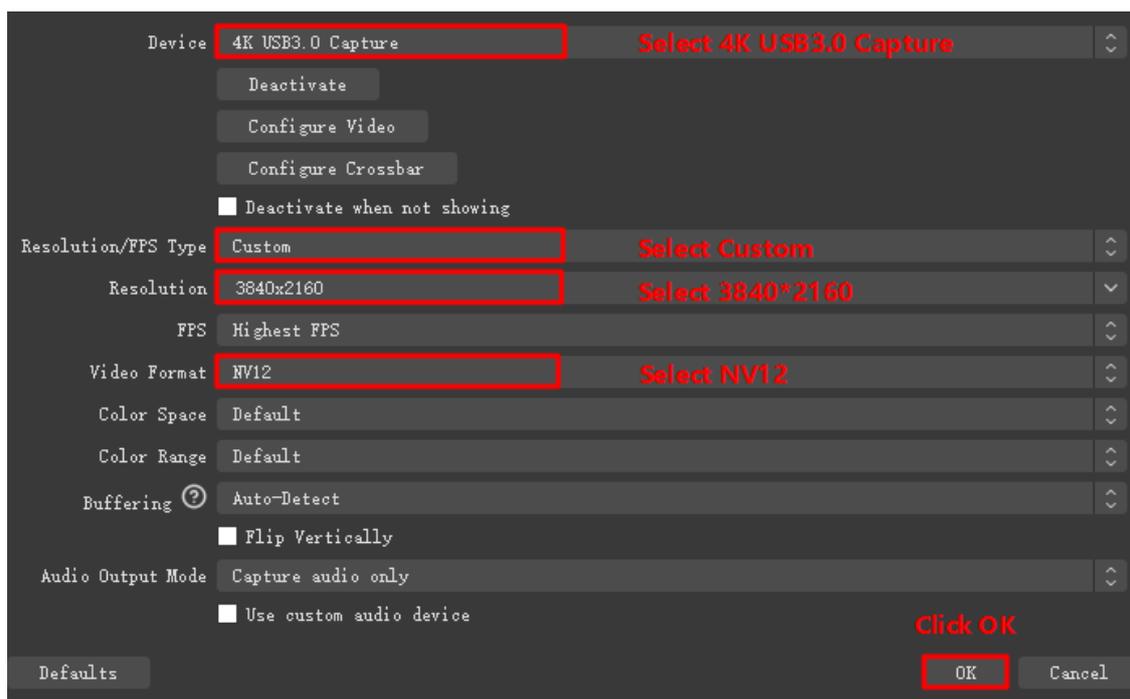
> **Note:** Please use the original cable to connect to the computer USB3.0 interface, if the preview resolution only shows 1280*720 at the highest, it means that the capture box is not correctly connected to the computer USB3.0 interface, please check : ①Computer USB interface type; ②Whether the USB cable used is the original cable.

Sound Settings

Right click on the "Speaker" icon in the lower right corner of your computer and "Open Sound Settings"
Select "Sound Control Panel" and set it as shown below:
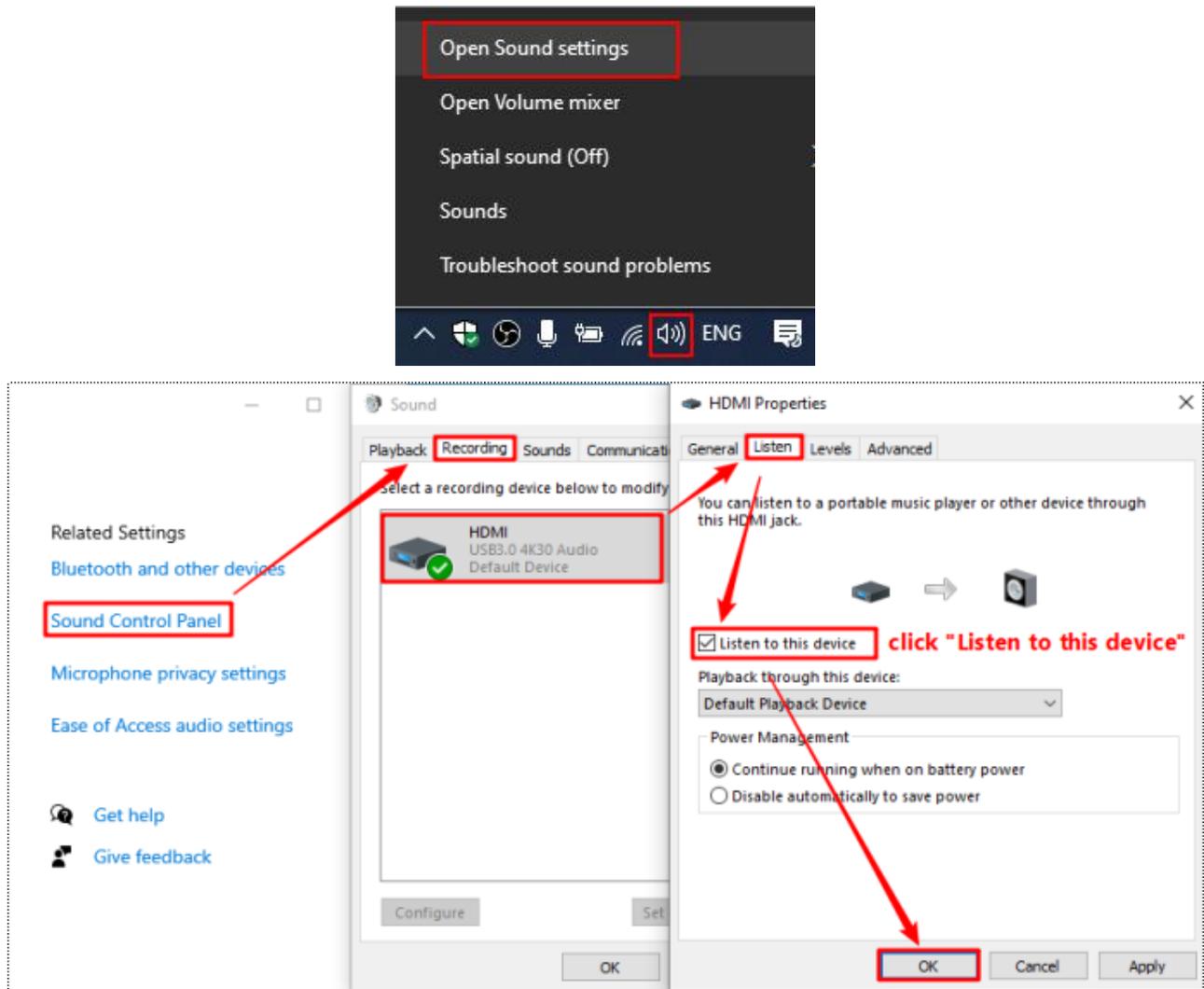
Recording Settings

1）Click "Settings" at the bottom right corner of OBS, select "Output", choose the video save path, format, quality, etc., click "OK"

2）Click "Audio", select "Microphone/Auxiliary Audio Device"-"HDMI (4K USB3.0 Capture)"

Note: When recording streaming video with OBS, it is recommended to use "Hardware (NVENC)" or "Hardware (AMD)" encoding method in order to make reasonable use of computer resources, as shown below
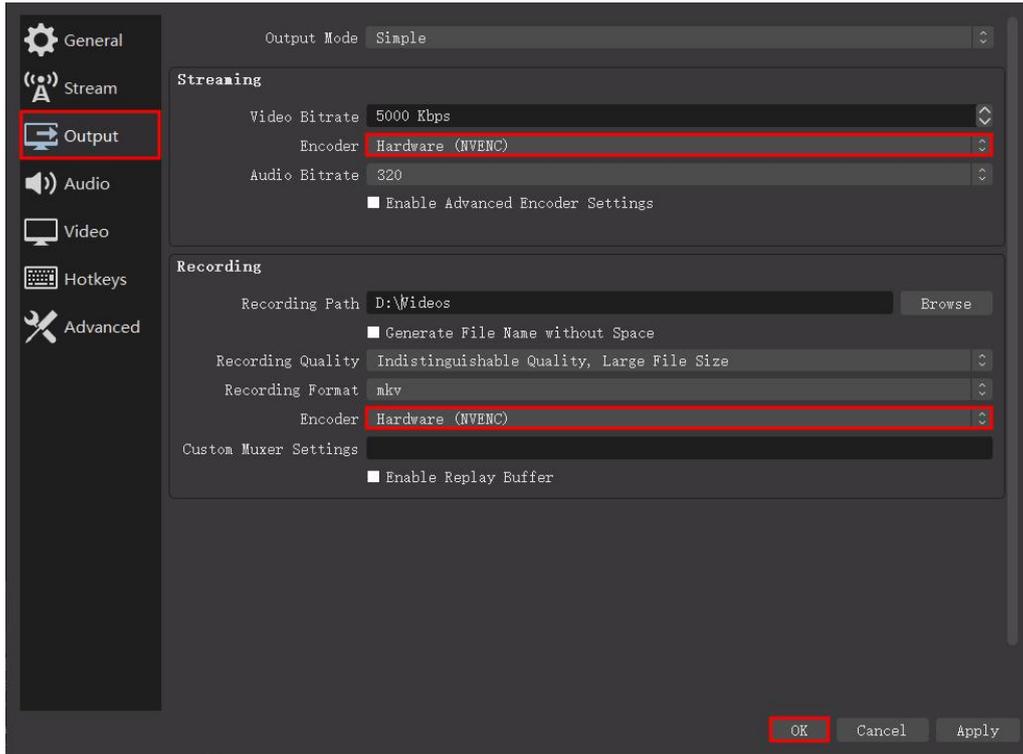
4.Problem Analysis

Failure phenomenon		Failure Analysis
No Video	⚠️ No Video	Reason：HDMI input no signal or connection failure Solution：1）Check if the HDMI IN input is normal 　　　　　2）Re-plug the HDMI IN connector
Not Support	⚠️ Not Support	Reason： The resolution is not supported (such as input 1080P , recording resolution select 3840 * 2160) Solution：Adjust the input resolution of the signal source or adjust the recording resolution to make it fit (the recording resolution must not be higher than the input resolution)
HDCP Protection	⚠️ HDCP Protection	Reason：HDMI input signal supports HDCP, Solution： Turn off the source HDCP, such as PS4, select "Settings" - "System" - "Enable HDCP", deselect
	Input only up to 1280*720	Reason：Transfer rate is the transfer rate of USB 2.0 Solution： 1）Check the type of computer USB interface, replace the USB3.0 interface; 2）Check if the USB cable used is the original cable
	Encoding overload, frame loss during recording or streaming	Reason: The computer configuration is too low or the hardware encoding preset is not used, which cannot meet the collection requirements Solution：1) Encoding methods such as hardware (NVENC) or hardware (AMD) when recording or pushing streams 2）Reduce the resolution and frame rate of a recording or push stream
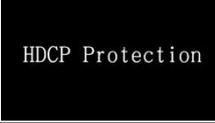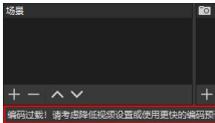
5.Contact Information

Warranty:

All video products are designed and tested to the highest quality standard and backed by full 1 years parts and labor warranty. Warranties are effective upon delivery date to customer and are non-transferable. RGBlink warranties are only valid to the original purchase/owner. Warranty related repairs include parts and labor, but do not include faults resulting from user negligence, special modification, lighting strikes, abuse(drop/crush), and/or other unusual damages.

The customer shall pay shipping charges when unit is returned for repair.

Headquarter: S601 Weiye Building Torch Hi-Tech Industrial Development Zone Xiamen, Fujian Province, P.R.C

- **Tel:** +86-592-5771197
- **Fax:** +86-592-5788216
- **Customer Hotline:** 4008-592-315
- **Web:** http://www.rgblink.com
- **E-mail:** support@rgblink.com