HD Capture Box
PLATINUM EDITION

User's Manual & Quick Start Guide

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Register Your Product & Extend Your Warranty For Free

Register your product at our website and we'll extend your warranty period to 3 years for free!
www.clearclicksoftware.com/Register/

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Safety Precautions

1. Do not disassemble the unit.
2. Please note that the device and/or plugged in USB drives may become very warm during use.
3. Do not operate the unit around water or rain. Do not operate the unit around any kind of machines or appliances (other than computers).
4. Turn off and unplug the unit when not in use.
5. Use only the included accessories with the device.
6. Do not connect high powered, amplified audio outputs to the "in" ports of the device.
7. Follow all copyright laws in your country. You are responsible for your own use of this device.

2-Year Warranty

Your purchase comes with a **2-year warranty**. This means that if anything goes wrong with the unit (other than accidental damage on the part of the end user) within the first year of ownership, we will replace the unit for free, 100% at our cost. Contact us at **support@clearclick.tech** with any issues.

What's In The Box?

- HD Capture Box Platinum Edition™
- Power Adapter
- Remote Control
- HDMI Cable
- Multi-Input Cable (AV/VGA/YPbPr)
- Micro USB to USB Cable
- VideoPad Software License Card
- Quick Start Guide / User's Manual

NOTE: If you believe you are missing any parts, or if you received a part that is broken, please contact us directly at **parts@clearclick.tech.** For all other technical issues or support, please contact us at support@clearclick.tech.

Device Diagrams & Explanation *(continued on next page)*

REC

Source   Snapshot   REC STOP

1   **2**   **3**   **4**

USB Storage

5

Ψ   ∩   LINE IN

6   **7**   **8**

12V1A   OUT   IN   MM IN   USB TO PC

9   **10**   **11**   **12**   **13**
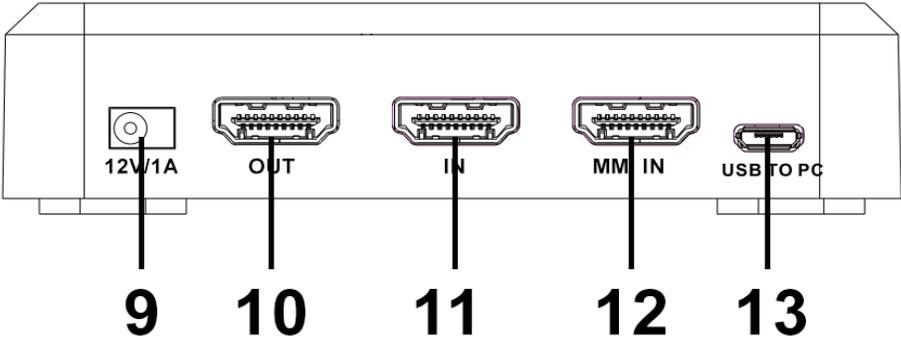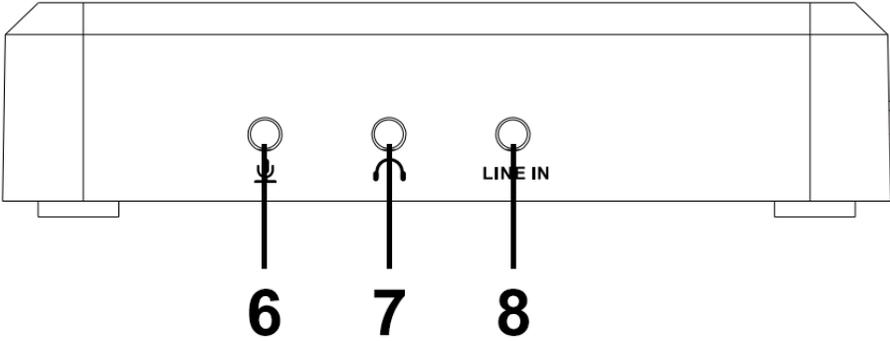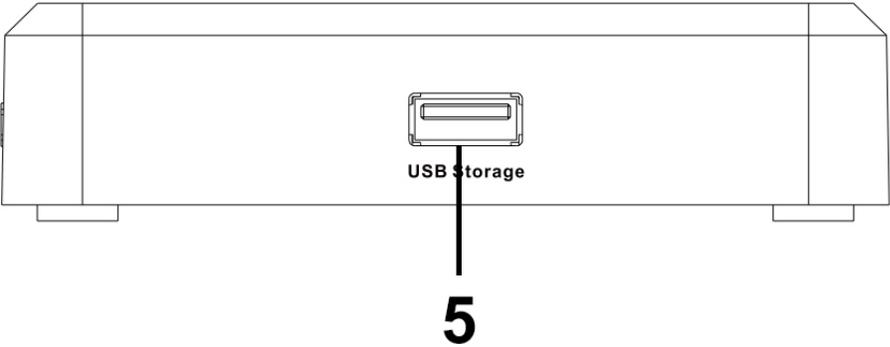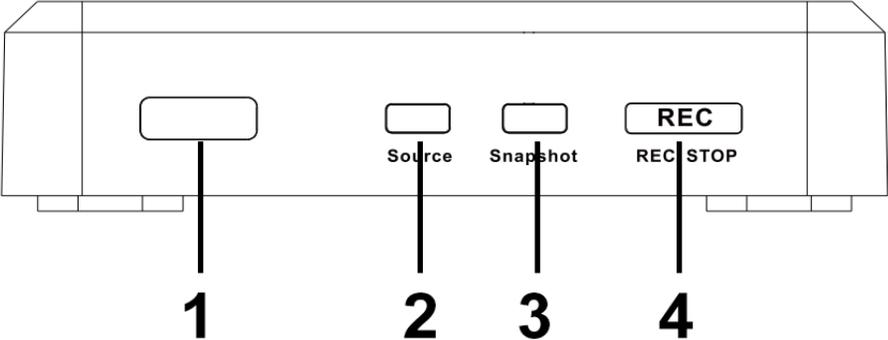
1. **IR Receiver**: Receives the signal from the remote control.

2. **Source Button**: Hold down to switch your source to HDMI, VGA, YPbPr or AV.

3. **Snapshot Button**: When previewing your signal, press to take a still image of your video.

4. **REC/STOP Button**: Press this button to start/stop recording. The button will flash while recording or saving.

5. **USB Storage Port**: Plug in your USB flash drive here.

6. **MIC**: Microphone input port.

7. **Line Out**: Audio output port.

8. **Line In**: Audio input port.

9. **12V/1A**: Power jack.

10. **OUT**: HDMI output port.

11. **IN**: HDMI input port.

12. **MMI IN**: Multi-input port for non-HD (AV, VGA, or YPbPr) video sources.

13. **USB TO PC:** Micro USB port for connection to PC for recording or live streaming (PC only).

Remote Control Diagram & Explanation
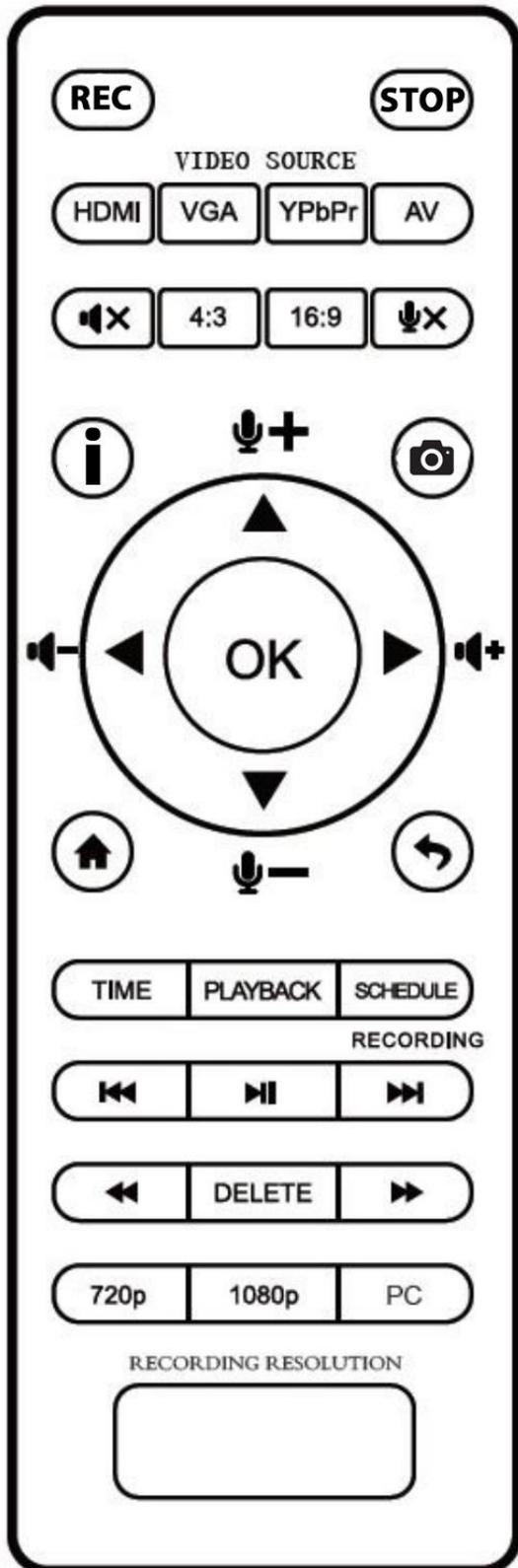
Button	Function
i	: Show information about the video
📷	: Capture an image.
HDMI	: Select HDMI as the input signal.
VGA	: Select VGA as the input signal.
YPbPr	: Select YPbPr as the input signal.
AV	: Select AV as the input signal.
◀×	: Mute
4:3	: Switch to the aspect ratio of 4:3.
16:9	: Switch to the aspect ratio of 16:9.
♀×	: Microphone mute.
REC	: Start recording.
STOP	: Stop recording.
OK	: OK button.
◀ ▶	: Adjust the volume of the source video.
▲ ▼	: Adjust the volume of MIC input.
🏠	: Show the main menu.
↩	: Back to the previous interface.
TIME	: Set the system time by year, month, day, hour, minute and second.
PLAYBACK	: Play back the contents in the USB storage device.
SCHEDULE	: Set the Start Time and Stop Time manually during which videos will be recorded automatically.
◀◀	: Back to the previous page.
▶	: Play or stop playing.
▶▶|	: Go to the next page.
◀◀	: Fast backward
DELETE	: Delete the recorded video.
▶▶	: Fast forward
720p	: Set the output resolution to 720p.
1080p	: Set the output resolution to 1080p.
PC	: Select the output resolution for PC, including 1920x1080, 1280x720 and 720x480.

QUICK START GUIDE

⚠ VERY IMPORTANT - PLEASE READ BEFORE USING THIS DEVICE! ⚠

Many HDMI video sources are encrypted with content protection called "HDCP," even if the content is not copyrighted. Complying with laws, the HD Capture Box Platinum does <u>not</u> disable or override content protection.

** Therefore, if you simply plug in a content-protected HDMI video source to the HD Capture Box Platinum, it will not detect a signal or allow you to record/stream.
This does NOT mean the device is defective. This simply means that this device complies with federal law and does not record from content protected video sources.
For gaming systems and cameras, you may be able to turn off HDCP in your system/camera's settings. **

FOR RECORDING 1080P/720P:
There are low-cost HDMI splitters available that disable "HDCP." Passing a 1080P/720P HDMI signal "through" either of these splitters first, HDCP sources could be recorded or streamed. (**NOTE**: This will only work for 4K devices if your video source is "backwards compatible" and can output 1080P/720P instead.)

1. Orei HD-102 HDMI Splitter
www.amazon.com/gp/product/B00F5R9TNM

Important Disclaimer: We are NOT recommending or condoning the use of HDMI splitters, or recommending that you record content-protected HDMI video sources. We are simply saying that an HDMI splitter makes it theoretically possible, but this information is solely for educational purposes. You are legally responsible for your own use of HDMI splitters. with this device. Please follow all the copyright laws in your country.

1. Connect the power adapter to the power jack (see #9 on the diagram on page 5) of the HD Capture Box. Plug in the power adapter to any power outlet. If desired, load batteries into the remote control.

2. After a few seconds, the HD Capture Box will start up.

3. For HDMI Video Sources: Using the included HDMI cable, **connect your video source** (gaming system, DVD player, etc.) to the HD Capture Box. Plug it into the HDMI IN port (see #11 on the device diagram on page 5).

   For AV/VGA/YPbPr Video Sources: Using the included MMI (multi-input) cable, plug one end into the "MMI IN" port. Plug your video source into the other end.

4. Plug your TV into the "OUT" port on the HD Capture Box using another HDMI cable (not included). Your setup should look something like the diagram below:
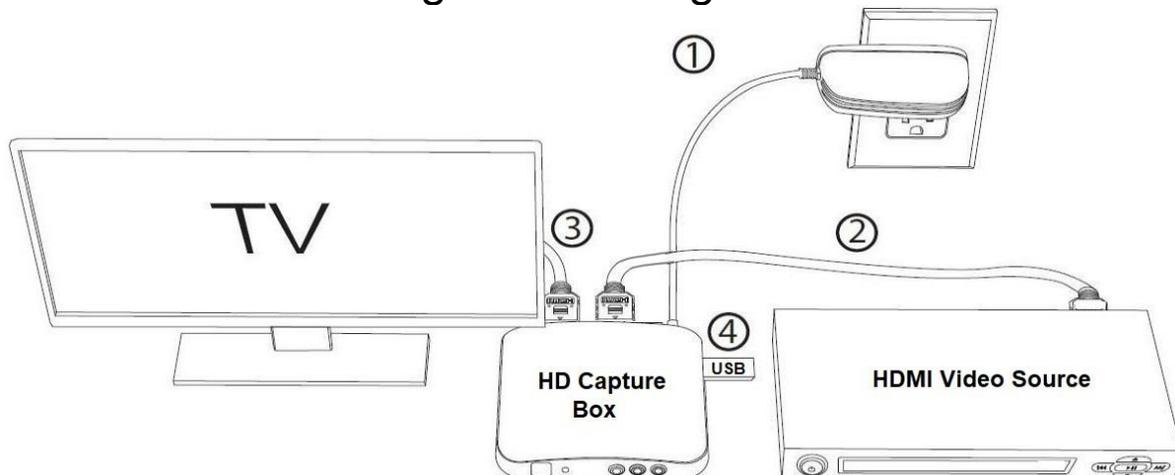
NOTE: If you are trying to record from a content-protected HDMI source, please see the important note on the previous page.

5. By default, the HD Capture Box will assume you are trying to record an HDMI video source. If so, skip to the next step. If you are trying to record from AV/VGA/YPbPr, hold down the "Source" button on the HD Capture Box until it is set to the correct source, or press the "VGA," "YPbPr," or "AV" buttons on the remote control.

6. Once a live signal is coming from your video source to the HD Capture Box, you should see a live preview of your video source on your TV screen. (If not, see the notice on page 8. Also, check your signal and make sure your TV is set to the correct HDMI input.)

7. **Plug in a USB flash drive or hard drive** into the USB port (see #5 on page 5) on the HD Capture Box.

NOTE! For best results, we highly recommend using a brand new, name-brand USB flash drive (i.e. SanDisk, Samsung, etc.) that is formatted to a FAT32 or NTFS file system.

8. To start recording, press the "REC/STOP" button on the HD Capture Box, or press the "REC" button on the remote control. The "REC/STOP" button will flash while the unit is recording or saving a file.

9. To stop recording, press the "REC/STOP" button again on the HD Capture Box, or press the "STOP" button on the remote control.

10. To play back recordings on your device, press the "PLAYBACK" button on the remote control (be sure to load batteries in it first). For more details on the playback feature, see page 11.

11. To play back or transfer recordings to your PC or Mac, remove the USB drive from your HD Capture Box after stopping the recording. Then plug it into your computer. Browse the drive and go to the "video" folder.

Tip: Using the Remote Control Properly

When using the remote control, make sure the remote control is aimed directly at the IR Receiver of the HD Capture Box – see #1 on the device diagram on page 5. Load 2 AAA batteries (not included) into the remote control before using it.

Tip: Setting the Aspect Ratio

If you're recording from an AV or older VGA source, you will likely need to set the recording aspect ratio to 4:3 to avoid the video looking stretched in the recording. To do this, press the 4:3 button on the remote control prior to recording. Later, if you switch to an HDMI video source, you'll need to press the 16:9 button to switch back to widescreen recording mode.

Tip: Switching Between 720p/1080p Recording

When the "REC/STOP" button is BLUE, that means the device is recording in 1080p quality. When the "REC/STOP" button is GREEN, that means the device is recording in 720p quality. To switch between recording qualities, press the 720P/1080P buttons on the remote control.

How To Play Back Videos On The Device

Once you've recorded at least one video, you may play back videos from the device to your TV using the playback feature.

To do this, press the "Playback" button on the remote control.

The device will prompt you to select the video source – select "USB" and press "OK" on the remote control.

The device will show you a list of video files/recordings. To play one, select it and press "OK" on the remote control.

To go back to "Capture" mode when you are done playing back videos, simply press the "Back" button on the remote several times until you are back in "Capture" mode.

How To Navigate Device Menu & Schedule Recordings

Press the "Home" button on the remote control to open the device main menu.

Press the right and left arrows on the remote control to choose a setting category.

Press the up and down arrows on the remote control to select a setting.

To select a new category of settings, press the back button on the remote control.

To schedule recordings, choose the last setting category (Schedule Recordings).

There are four categories of settings:

1. System Settings
2. Image Settings
3. Audio Settings
4. Schedule Settings

How To Live Stream or Record Directly To PC Using OBS (PC Only)

1. **If you are recording HDMI sources, read the note on page #8 before continuing.**

2. Plug in the device to the power adapter.

3. Connect the included micro USB cable to the "TO PC" port on the top of the HD Video Capture Box. Plug the other end into your PC. *(Macintosh not supported.)*

4. Download & install the OBS software from www.OBSproject.com.

5. Open the OBS software.

6. Click Scenes → Add Scene→ and enter a name.

7. Click Sources → Add Video Capture Device→ Device Selection, and select "Video Streaming."

8. Click Sources → Add Audio Capture Device→ Device Selection and select "Microphone/Audio Streaming" to add the audio.

9. You may also need to click Settings → Audio → Desktop Audio Device, and choose your PC's speaker/sound card.

10. Now you can start recording or live streaming your HDMI video source.

How To Get Started With VideoPad

If you'd like, you can use the included VideoPad (Master's Edition) software to edit, burn, and convert your videos to other formats. To get started, simply follow the steps below.

<div style="border: 1px solid black; padding: 10px;">

Important Note – Please Read

The software will <u>INITIALLY</u> install as a trial version, but a <u>FULL LICENSE IS INCLUDED on the software card included</u> which will fully unlock the software once you activate it.

If you have any trouble with activating your software, just email us at licenses@clearclick.tech and we will assist you.

</div>

1. **Download the VideoPad software from: http://www.clearclicksoftware.com/VideoPad6.zip**

2. **To activate your full license, go to: http://www.nchsoftware.com/activation/**

   Enter your information and the **serial number on the software card** that came with the HD Capture Box. NCH Software will email you an activation code.

3. **Run the software and choose to activate** the software. Enter the activation code that was emailed to you.

4. **You can now start using the software!**

5. **For complete instructions on how to use the VideoPad software**, please refer to this website: https://www.nchsoftware.com/videopad/tutorial.html

Troubleshooting

1. **My video doesn't show up or there is a message saying "No Signal."**

   A) Most HDMI sources are encrypted with content protection called "HDCP." Due to legal reasons, the HD Capture Box does <u>NOT</u> disable or override this content protection.

   <u>** **Therefore, if you simply plug in a content-protected HDMI video source to the HD Capture Box, it will not detect a signal or allow you to record. **</u>

   However, there are low-cost HDMI splitters available that disable "HDCP." Passing your HDMI signal through one of these splitters allows one to record from these sources.

   For example, here is a HDMI splitter that costs around $15: **www.amazon.com/gp/product/B00F5R9TNM**

   To clarify, we are not recommending or condoning the use of HDMI splitters, or recommending that you record content-protected HDMI video sources. We are simply saying that an HDMI splitter makes it

theoretically possible. You are legally responsible for your own use of HDMI splitters with this device. Please follow all the copyright laws in your country.

B) Please make sure the HDMI or AV source input is connected properly:

HDMI sources should be connected to the "HDMI IN" port (<u>not</u> the "MMI IN" or "HDMI OUT" ports).

AV/VGA/YPbPr sources should be plugged into the "MMI IN" port (<u>not</u> the "HDMI IN" port) using the included adapter.

Make sure there is a live signal coming from your video source. To confirm, try plugging your video source straight into your TV first.

Make sure you have set the capture box to the correct video source (HDMI, AV, VGA, etc.).

2. **I made a recording, and when I plug in my USB drive to my computer, the drive and/or file is corrupted <u>OR</u> the HD Capture Box won't record and/or the recording doesn't appear on my USB drive.**

We recommend starting with a new, unused USB drive that is a recognized name brand (for example, SanDisk or Samsung). USB Flash Drives should be 512 GB or smaller. USB Hard Drives should be 8 TB or smaller.

If you are unable to use a new drive/card, please re-format your drive using your computer, and make sure the format is a "Full Format," <u>not</u> a "Quick Format." Then try recording again.

3. **My recording was split into 4GB file chunks, and I want to record as a single file.**

This is because your USB drive is formatted to "FAT32," which has a 4 GB file size limit.

To correct this, format your USB drive to "NTFS" instead and try recording again.

4. **When live streaming or recording directly to the PC, the audio/video is not synchronized.**

The PC streamlining/direct recording feature is very resource heavy. In other words, you may need a

faster PC with a better graphics card to use this feature, such as a gaming PC.

5. **The recorded files don't play back smoothly on my PC or Mac.**

   The recorded files may be very large in size. Try playing them back on a PC or Mac with a better CPU and graphics card.

6. **I have a question that isn't listed here, or need further support.**

   We would be happy to help! Please email us at support@clearclick.tech with your order number, and we will get back to you as soon as possible.

Technical Specifications

	Supported Video Resolutions
Input	4K2K (3840x2160 30p). 1920x1080 (50p). 1920x1080 (60p), 1920x1080 (24p). 1920x1080 (25p). 1920x1080 (30p), 1920x1080 (50i) 1920x1080 (60i). 1360x768 (60p) 1280x1024 (60p). 1280x720 (60p). 1280x768 (60p) 1280x800 (60p). 1024x768 (60p) 720x480 (60i). 720x480 (50i). 640x480 (60p) 720x480 (60p). 720x576 (50p)
HDMI Output	1920x1080 (60p).
Recording	Device Recording: 1920x1080p (60p). 1280x1024 (60p). 1280x720 (60p). 1024x768 (60p). PC Recording: 1920x1080 (30p). 1280x720 (60p). 720x480 (60p)
Output format	MP4 (H.264)
CVBS standards (input)	NTSC, PAL
Input signals	HDMI, VGA, YPbPr, AV, Audio L/R, MIC, Line in
Output signals	HDMI (pass-through), USB, Micro USB, Line out
Supported file system	FAT32, NTFS, exFAT
Recording capacity	Maximum 4GB per file (FAT32)
Recording Bitrate	Max: 16Mbps
Maximum storage capacity	8TB (HDD), 512GB (USB Flash drive)
Power supply	DC12V, 1A

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support@clearclick.tech