

## Live Gamer Extreme(GC550) FAQ

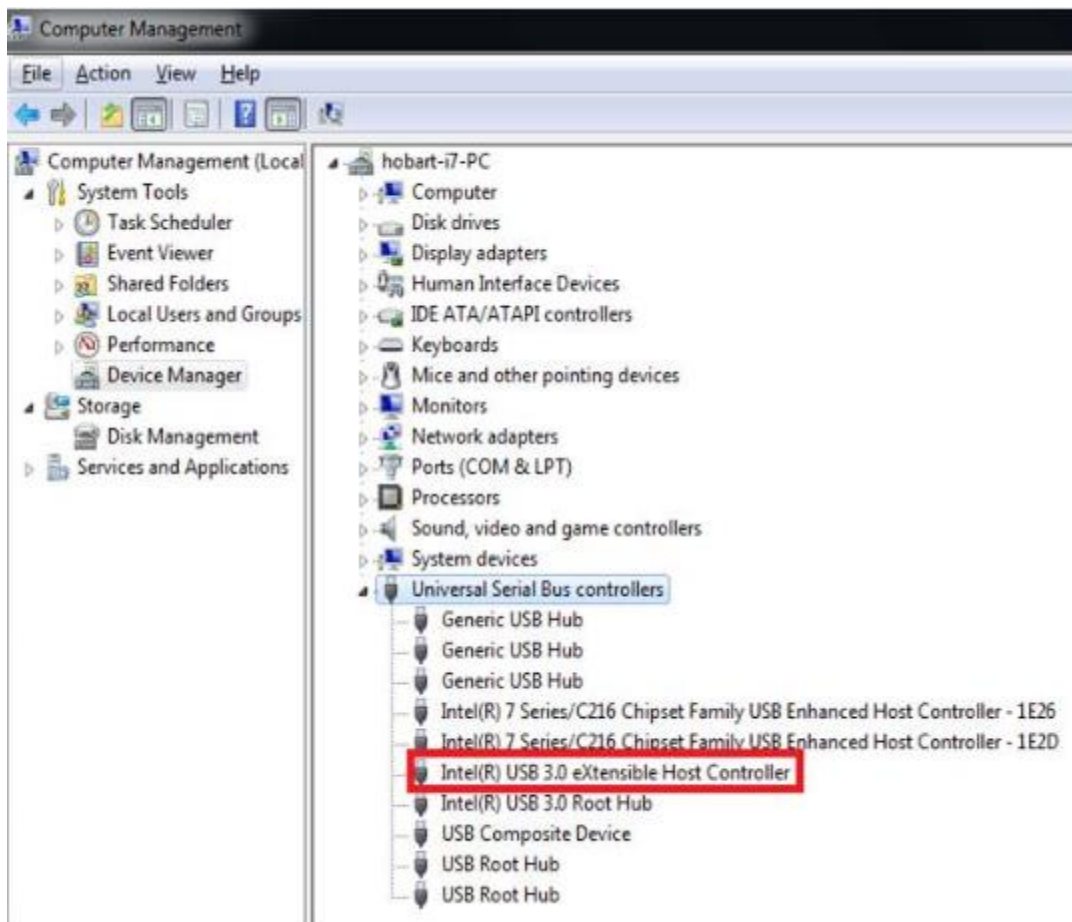
### Why do I sometimes get the 'no signal' message on my screen?

(a) Please make sure you are using a native Intel, Renesas, or Fresco USB 3.0 chipset.

(To ensure the compatibility, check your computer's USB 3.0 whether it is a verified chipset made by Intel Native, Renesas, or Fresco.

Steps: Right-click My Computer --> Properties --> Device Manager --> Universal Serial Bus controllers --> Intel USB 3.0 extensible Host Controller)

(b) If you are using ASMedia USB 3.0 chipset, we recommend using Windows 8.1, or connect your LGX to a compatible USB 3.0 port (such as Intel's).



### Why can't I get my LGX pass-through video on my screen?

Please make sure you've installed LGX's driver, once you've installed the driver successfully you'll be able to output the pass-through video.

### **Why do I get flickering, segmented, or frozen images in my recordings?**

As LGX is a software compression capture box, it occupies higher CPU usage when recording HD videos. To ensure the recorded quality, make sure the CPU Usage does not go over 70% while recording the video. Try closing other programs to lower the CPU usage.

### **My LGX is connected to a USB 3.0 port, how come the system still shows it being connected to a USB 2.0 port?**

Please update your the USB 3.0 chipset driver on your computer to the latest version.

### **My LGX's video preview of the HDMI input is showing black screen, what should I do?**

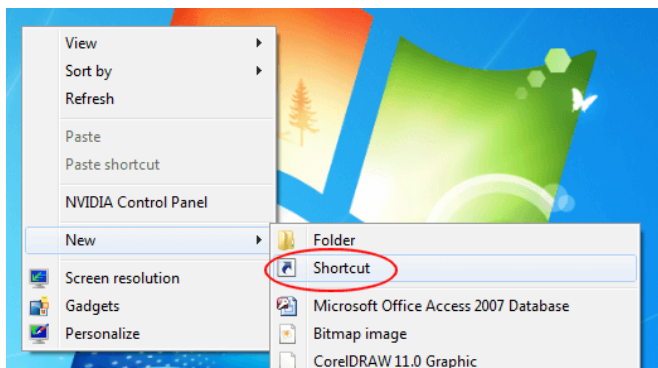
Usually this does not happen, we recommend you to close and reopen RECentral 2 and your screen should resume normal display. If you still see a black screen, the source signal may be protected by HDCP. LGX does not support the viewing/recording of HDCP protected signals.

### **The covers I printed do not match the size of the device. What should I do?**

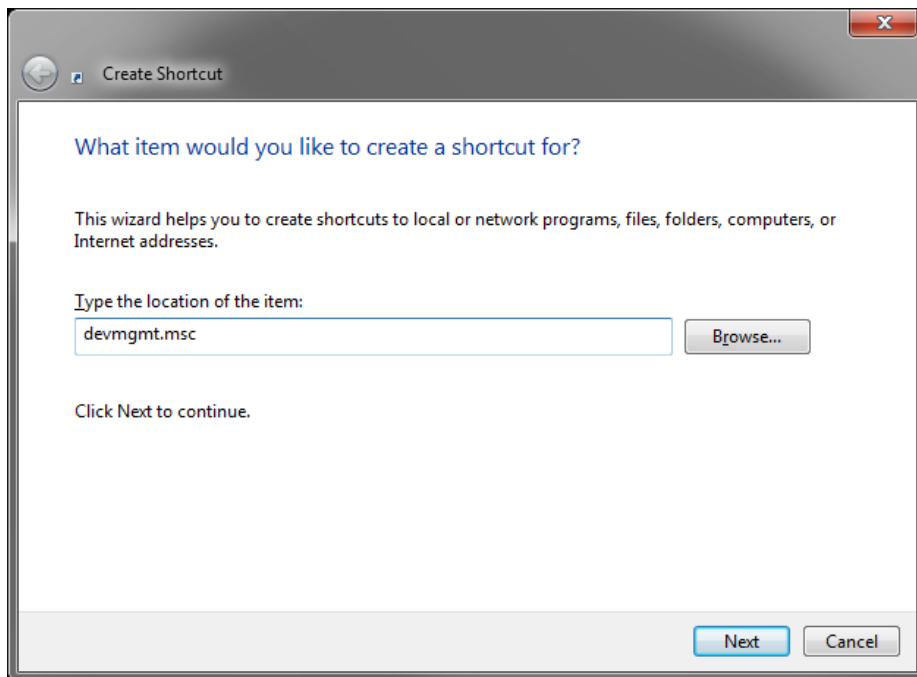
The images may have been enlarged or shrunk by the printer. If you need to output the cover files and print them in a shop or on another computer, please check the printer's settings, and make sure the files are printed without scaling.

### **Which USB 3.0 hub is my LGX Using?**

1) On your desktop, right---click → 「New」 → 「Shortcut」 .



2) Enter “devmgmt.msc” → 「Next」 → 「Done」 .



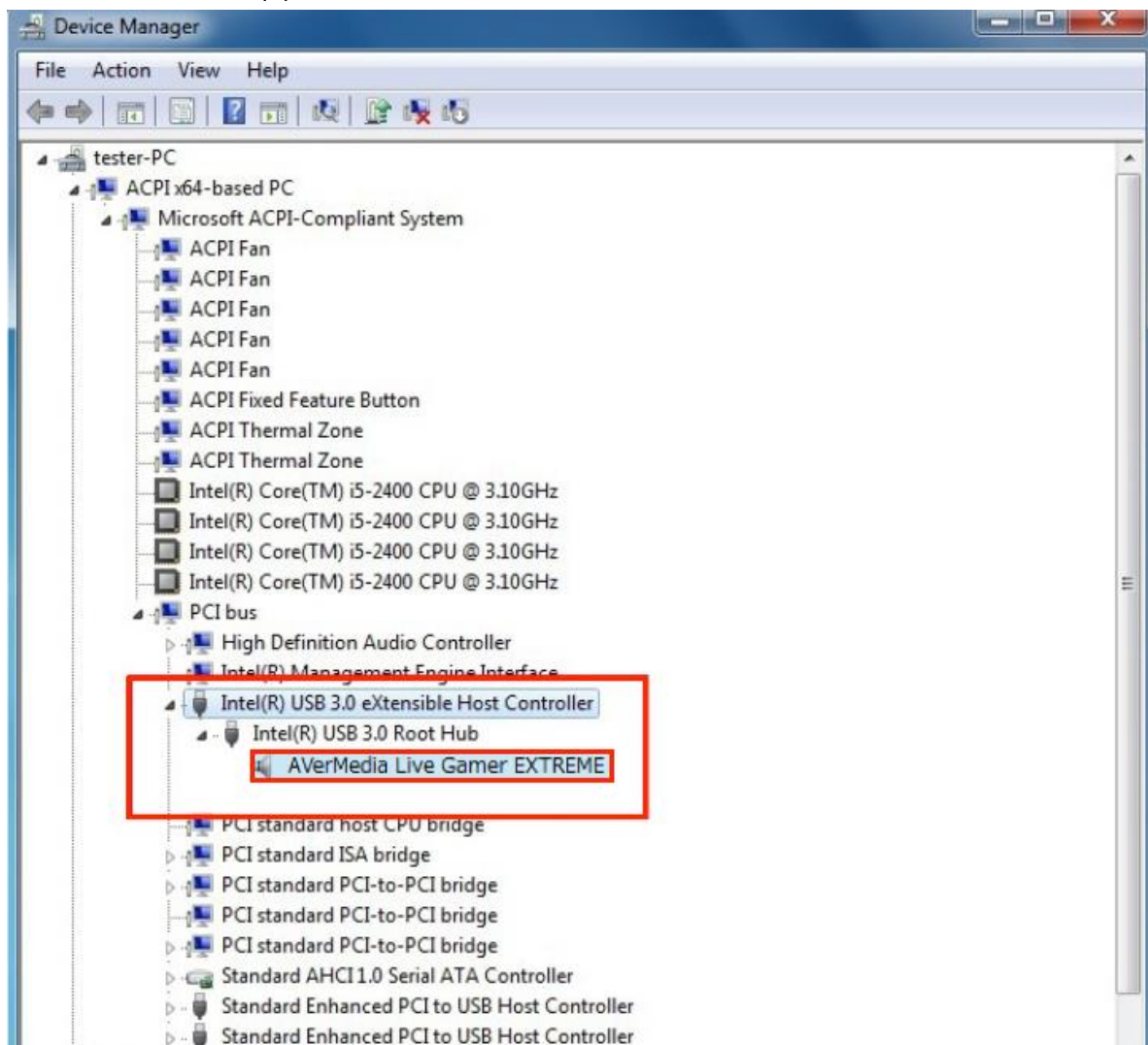
3) Double-click the new shortcut to open 【Device Manager】 .



4) Select 「View」 > 「Devices by connection」 .



5) Expand devices in order, in the example below, LGX is using the Intel hub : 「ACPI x64----based PC」  
→ 「Microsoft ACPI----Compliant System」 → 「PCI bus」 → 「Intel(R) USB 3.0 eXtensible Host Controller」 → 「Intel(R) USB 3.0 Root Hub」 → 【AVerMedia Live Gamer EXTREME (LGX)】 .



### Does LGX support PS4 & Xbox One?

Yes, LGX can capture gameplay via HDMI from both the PS4 and Xbox One.

- For capturing Xbox One, it doesn't have HDCP protection during gameplay, so it can work fine with LGX.
- For capturing PS4, please upgrade your PS4 firmware (version 1.70 or later) to record gameplay over HDMI.

\*Please visit Sony official website for instructions on how to disable HDCP on PS4.

## Can LGX capture iOS Device (iPad / iPhone / iPod Touch)?

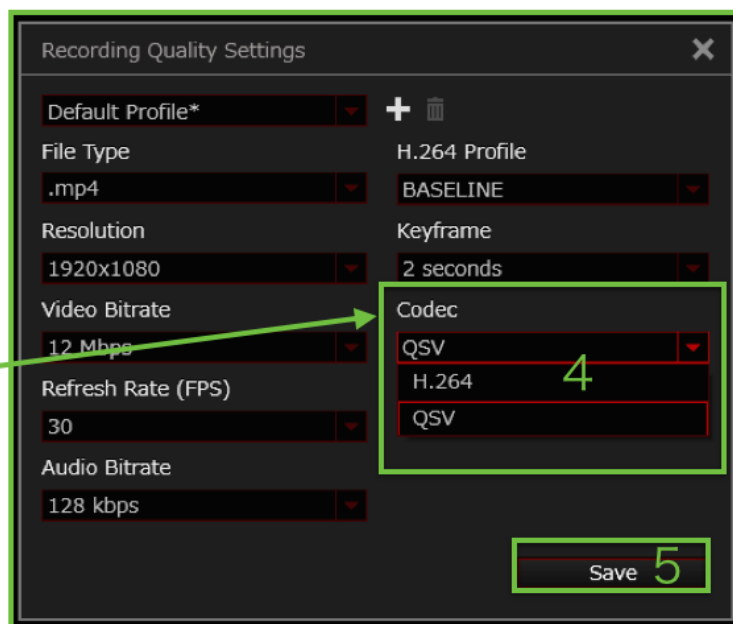
Yes, LGX can capture APP's video via HDMI from iOS Device.

※ "Apple Lightning Digital AV Adapter" is required.

## How do I setup hardware encoder in AVerMedia RECentral 2?

### 【RECORD】

- 1) Click on the Mode Dial to switch to 【Capture / Stream mode】 .
- 2) Click on 【Record】 tab.
- 3) Click 【▼】 tab to select 「Custom」 then click 【Edit】 tab to open 【Recording Quality Settings】 .
- 4) Click 【▼】 tab to select the desired Codec from the dropdown menu.
  - Hardware Encoder : QSV (Intel® Quick Sync Video) 、 NVENC (Nvidia NVENC) 、 VEC (AMD VCE) ...
  - Software Encoder : H.264
- 5) Click 【Save】 button to save all changes.



## 【STREAM】

- 1) Click on the Mode Dial to switch to 【Capture / Stream mode】 .
- 2) Click on 【Stream】 tab.
- 3) Click 【▼】 tab to select the desired Streaming Platform then click 【Edit】 tab to open 【Add New Streaming Platform】 .
- 4) Click on 【General】 tab then click 【▼】 tab to select 【Custom】 .
- 5) Click on 【Advanced】 tab then click 【▼】 tab to select the desired Codec from the dropdown menu.
  - Hardware Encoder : QSV (Intel® Quick Sync Video) 、 NVENC (Nvidia NVENC) 、 VEC (AMD VCE) ...
  - Software Encoder : H.264
- 6) Click 【Save】 button to save all changes.

