USB3HDCAP
FAQs

This document contains some helpful FAQs should you run into any issues:

1. [I am experiencing issues while trying to use StreamCatcher.](#)

2. [General Troubleshooting](#)

I am experiencing issues while trying to use StreamCatcher.

Before you begin to troubleshoot StreamCatcher, make sure that you have tried to troubleshoot the video capture device by referring to the following FAQ: www.startech.com/faq/video_capture_cards_general_troubleshooting.

If you are unable to display or record video, complete the following in **Device Settings**:

- Make sure that the input that you are trying to record or display is selected in **Video Source**.

- Make sure that the video standard is set correctly for your region (for example, **NTSC** for North America, **PAL** for Europe, and so on).

- If your audio is not working, make sure that you selected the correct audio source in **Audio Source**.

If the recorded video is poor quality, navigate to **Record Settings** and change the following settings to best suit your setup:

- Record Resolution
  - High
  - Low

- Record Mode
  - VBR (Variable Bit Rate) adjusts the bit rate based on the complexity of the video and saves space.
  - CBR (Constant Bit Rate) maintains the same bit rate regardless of complexity and offers the best recording quality.

- Record Quality
  - The VBR quality level increases from 1 to 10, with 10 being the highest quality level.
  - The CBR quality level goes from 2 Mbps to 16 Mbps, with 16 Mbps being the highest quality level.

If you are experiencing any issues with streaming, make sure that the following is true:

- The target IP address is correct.

- The correct protocol is selected.

- You tested a low resolution and low bit rate to get the best performance.

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When you troubleshoot issues with a video capture device, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables

- Video source

- Video capture device

To test your setup components, try the following:

- Use the video cables, source, and capture device in another setup to see if the problem is with the components or the setup.

- Use a different video cable, source, and capture device in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.

- Use short cables when you are testing.

When you test the video cables and source with the video capture device, make sure that the following is true:
- Other video destinations work with the same video source. For more information, visit http://www.startech.com/faq/video_capture_cards_source_compatibility.

- Adapters and extenders are kept to a minimum.

- The video source is not copyright protected (for example, HDCP).

- The video standard (for example, NTSC, PAL, HDMI, and so on) of the video source matches the Technical Specifications of the video capture device.

To check if the video capture device is detected in Windows®, complete the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager. Check to see if your device is listed under **Sound, video and game controllers**.

2. Do one of the following:

- If you do not see the video capture device in **Device Manager**, for more information, visit https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windowsor https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows.

- If the device is listed with an error, follow the instructions on the Support tab on the StarTech.com product page to reinstall the drivers.

When you test the video capture device on your computer, make sure that the driver and capture software is installed on your system for your adapter. Some cards may be able to support third party software, however, support is limited. For more information, visit https://www.startech.com/faq/video-capture-cards-third-party-software.

Note: The USB3HDCAP requires a compatible USB 3.0 card.

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