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ezcap 326 GameDock Ultra 4K Video Capture Device User Manual

1. INTRODUCTION

The ezcap 326 GameDock Ultra is a high-performance video capture device designed for recording and live streaming gameplay and other HDMI sources. It supports 4K lossless HDMI 2.0 input and pass-through, enabling high-resolution recording at 1080p120 or 4Kp30, with ultra-low latency. This manual provides detailed instructions for setting up, operating, and maintaining your device.

2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package:

- ezcap326 GameDock Ultra Device
- Type-C to Type-C USB 3.1 Gen1 Cable
- Type-C to USB 3.0 Cable
- User Manual



Image 2.1: Contents of the ezcap 326 GameDock Ultra package, showing the capture device, USB-C cables, and user manual.

3. PRODUCT OVERVIEW

3.1 Device Layout



Image 3.1: Top view of the ezcap 326 GameDock Ultra.

3.2 Ports and Indicators



Image 3.2: Rear panel showing the input/output ports.

- **HDMI IN:** Connects to your video source (e.g., game console, PC, camera).
- **HDMI OUT:** Connects to your display (e.g., TV, monitor) for pass-through.
- **PC (Type-C USB 3.1 Gen1):** Connects to your computer for data transfer and power.
- **AUDIO (3.5mm TRS):** Line-in for external audio input.
- **MIX (3.5mm TRS):** Audio output for monitoring or mixing.

3.3 LED Status Indicator

- **Red:** Indicates power is on.
- **Blue:** Indicates an HDMI signal is detected.
- **Mixing Slow Flash:** Indicates software detection (device is recognized by the computer).

4. SYSTEM REQUIREMENTS

Ensure your computer meets the following minimum specifications for optimal performance:

4.1 Windows 10 x64

- **For 4Kp30 or 1080p120 Recording:**
 - **Laptop:** Intel Core i7-7700HQ or above, NVIDIA GeForce GTX1050 Ti or above, 8 GB RAM.
 - **Desktop:** Intel Core i5-6XXX / AMD Ryzen 3 XXX or above, NVIDIA GTX 1060 / AMD RX 5700 or above, 8 GB RAM.
- **For 1080p60 Recording (4Kp60 HDR pass-through supported):**
 - **Laptop:** Intel Core i7-4810MQ, NVIDIA GeForce GTX 870M or above, 8 GB RAM.
 - **Desktop:** Intel Core i7-3770 recommended, NVIDIA GeForce GTX 650 / AMD Radeon R7 250X or above, 4 GB RAM.

4.2 Mac OS High Sierra 10.15 and above

- **For 4Kp30 or 1080p120 Recording:**
 - **iMac 2019:** 3.2GHz 6-core Intel Core i7, Radeon Pro 555X with 2GB of GDDR5 memory, 16GB of 2400MHz DDR4 memory.
 - **MacBook Pro 2018:** 2.6GHz 6-core Intel Core i7, Radeon Pro 560X with 4GB of GDDR5 memory or above, 16GB of 2400MHz DDR4 memory.

5. SETUP INSTRUCTIONS

Follow these steps to connect your ezcapp 326 GameDock Ultra:

1. Connect your HDMI video source (e.g., game console, PC, Blu-ray player) to the **HDMI IN** port on the ezcapp 326 using an HDMI 2.0 cable.
2. Connect your display device (e.g., TV, monitor) to the **HDMI OUT** port on the ezcapp 326 using an HDMI 2.0 cable. This allows for 4K60 HDR pass-through.
3. Connect the ezcapp 326 to your computer using the provided Type-C to Type-C USB 3.1 Gen1 cable or the Type-C to USB 3.0 cable. Use the **PC (Type-C)** port on the device.
4. *(Optional)* If you wish to input external audio, connect your audio source to the **AUDIO (3.5mm TRS)** port.
5. *(Optional)* If you wish to monitor or mix audio, connect your headphones or audio mixer to the **MIX (3.5mm TRS)** port.
6. Once connected, the LED indicator will light up red (power), then blue (HDMI signal detected), and finally flash slowly (software detected) when recognized by your computer.

6. OPERATING THE DEVICE

The ezcapp 326 GameDock Ultra operates as a UVC (USB Video Class) standard device, meaning no specific driver installation is required for most operating systems. It will be recognized as a webcam or video capture device by compatible software.

6.1 Recording and Live Streaming

To record or live stream, you will need third-party video capture software (e.g., OBS Studio, XSplit, VLC, etc.).

1. Launch your preferred video capture software on your computer.

2. In the software's settings, add a new video source and select the ezcap 326 GameDock Ultra (it may appear as 'USB Video Device' or similar).
3. Configure your desired recording or streaming parameters, such as resolution, frame rate, and audio input. The device supports:
 - Max. Pass-Through: 2160p60 HDR, 1440p144, 1080p240
 - Max. Recording: 1080p120, 2160p30
 - Supported Resolutions: 2160p, 1440p, 1080p, 720p
 - Output Video Format: YUY2, NV12, RGB
4. Start recording or streaming within the software.

6.2 Audio Management

- Audio from the HDMI input will be captured automatically.
- If using the **AUDIO (3.5mm TRS)** line-in, ensure it is selected as the audio input source in your capture software.
- The **MIX (3.5mm TRS)** port provides a mixed audio output for monitoring.

7. TECHNICAL SPECIFICATIONS

Feature	Specification
Interface	Type-C USB 3.1 Gen1
Video Input	HDMI 2.0
Audio Input	HDMI, Line In (3.5mm TRS)
Video Output	HDMI 2.0
Audio Output	HDMI
Max. Pass-Through	2160p60 HDR, 1440p144, 1080p240
Max. Recording	1080p120, 2160p30
Supported Resolutions	2160p, 1440p, 1080p, 720p
Output Video Format	YUY2, NV12, RGB
Recording Resolution & Max FPS	3840x2160 - NV12/30; 2560x1440 - NV12/60, YUY/50; 1920x1080 - NV12/120, YUY/60, XRGB/30; 1280x720 - NV12/60, YUY/60, XRGB/60
Latency	Less than 50ms
Dimensions	99 x 99 x 23 mm
Weight	385 g

8. TROUBLESHOOTING

If you encounter issues with your ezcap 326 GameDock Ultra, please refer to the following common problems and solutions:

- **No Power (Red LED Off):**

- Ensure the Type-C USB cable is securely connected to both the device and your computer.
- Try a different USB port on your computer or a different USB cable.

- **No HDMI Signal (Blue LED Off):**

- Verify that the HDMI IN cable is securely connected to both the source and the capture device.
- Check if your HDMI source is powered on and outputting a signal.
- Ensure the HDMI cable is not damaged and supports the resolution being transmitted.
- Try a different HDMI cable.

- **Device Not Detected by Software (Mixing Slow Flash LED Off):**

- Confirm your computer meets the minimum system requirements.
- Ensure the USB 3.1 Gen1 or USB 3.0 connection is stable. Try a different USB port.
- Restart your computer and the capture software.
- Check your operating system's device manager to see if the device is listed without errors.

- **No Video or Black Screen in Software:**

- Ensure the correct video source (ezcap 326) is selected in your capture software.
- Check the resolution and frame rate settings in your software; they should be compatible with the device's supported recording resolutions.
- Disable any HDCP (High-bandwidth Digital Content Protection) on your source device if applicable, as capture devices typically do not support HDCP content.

- **No Audio or Distorted Audio:**

- Verify that the audio source is enabled and not muted on your input device.
- Ensure the correct audio input (HDMI or Line In) is selected in your capture software.
- Check volume levels in both your source device and capture software.
- If using the 3.5mm Line In, ensure the cable is fully inserted and functional.

9. MAINTENANCE

To ensure the longevity and optimal performance of your ezcapp 326 GameDock Ultra, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to wipe the device. Avoid using liquid cleaners, aerosols, or solvents.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the device or subjecting it to strong impacts. Do not attempt to open the casing, as this will void the warranty.
- **Ventilation:** Ensure the device has adequate ventilation during operation to prevent overheating. Do not block the ventilation holes.

10. WARRANTY AND SUPPORT

10.1 Warranty Information

The ezcapp 326 GameDock Ultra comes with a **1-Year Warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. It does not cover damage caused by misuse, accidents,

unauthorized modifications, or improper installation.

10.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact your retailer or the manufacturer's official support channels. Refer to the product packaging or the manufacturer's website for contact information.

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