Elgato 20GBK9901

Elgato 4K Pro Internal Capture Card User Manual

Model: 20GBK9901

Setup	Operation	Maintenance	Troubleshooting	Specifications	Warranty & Support

INTRODUCTION

This manual provides instructions for the installation, operation, and maintenance of your Elgato 4K Pro Internal Capture Card. Please read this manual thoroughly before use to ensure proper setup and functionality.

Image: The Elgato 4K Pro Internal Capture Card, a PCIe card designed for high-performance video capture.

1. SETUP

1.1 What's in the Box

- Elgato 4K Pro Internal Capture Card
- 8K HDMI Cable (200 cm | 78.7 in)
- Installation Guide

1.2 System Requirements

- Operating System: Windows 10 64-bit (or higher)
- CPU: 8th generation Intel Core i5 (i5-6xxx) / AMD Ryzen 5 (or better)
- GPU: NVIDIA GeForce GTX 10xx (or better)
- PCIe Slot: x4/x8/x16 slot (PCIe 2.0 or better recommended)

1.3 Physical Installation

1. **Power Off and Disconnect:** Ensure your computer is completely powered off and unplugged from the power source.
2. **Open PC Case:** Remove the side panel of your computer case to access the motherboard.
3. **Locate PCIe Slot:** Identify an available PCIe x4, x8, or x16 slot on your motherboard. Refer to your motherboard manual for slot identification.
4. **Remove Bracket:** Unscrew and remove the metal bracket cover for the chosen PCIe slot on the back of your PC case.
5. **Insert Capture Card:** Carefully align the Elgato 4K Pro card with the PCIe slot and press firmly until it is securely seated.
6. **Secure Card:** Screw the capture card's bracket to the PC case to hold it in place.
7. **Close PC Case:** Reattach the side panel of your computer case.
8. **Connect Cables:**
   - Connect your gaming console or source device to the **HDMI IN** port on the Elgato 4K Pro using the provided 8K HDMI cable.
   - Connect your display monitor to the **HDMI OUT** port on the Elgato 4K Pro. This provides lag-free passthrough for your gameplay.
9. **Power On:** Plug in and power on your computer.

Image: The Elgato 4K Pro installed in a computer's PCIe slot, showing its compact dimensions and the required PCIe x4/x8/x16 slot type.

1.4 Software Installation

1. **Download Software:** Visit the official Elgato website (www.elgato.com/downloads) and download the latest version of the Elgato 4K Capture Utility (4KCU) software.

2. **Install Software:** Run the installer and follow the on-screen instructions.

3. **Restart Computer:** After installation, restart your computer to ensure all drivers are properly loaded.

4. **Verify Detection:** Launch the 4K Capture Utility. Your Elgato 4K Pro should be detected, and you should see the video feed from your connected source device.

2. OPERATION

2.1 Basic Capture and Passthrough

The Elgato 4K Pro allows for 8K60 passthrough to your display while simultaneously capturing up to 4K60 HDR10 content. The passthrough feature ensures your gaming experience remains unaffected by the capture

process, providing ultra-low latency.

PCs/Dual PCs   Gaming Devices   iPhone/iPad

4K PRO

PCIE Interface

PCS, CONSOLES, HANDHELDS

Capture PS5/Pro, Xbox Series X, Nintendo Switch, Steam Deck, ROG Ally, even iPhone and especially high-end gaming PCs/Dual PCs.

Image: A gaming PC setup demonstrating the Elgato 4K Pro capturing high frame rate gameplay, emphasizing its role as a companion for competitive gaming.

2.2 Using Elgato 4K Capture Utility (4KCU)

4KCU is the dedicated software for managing your Elgato 4K Pro. It provides options for recording, streaming, and managing your captured content.

- **Recording:** Click the record button to start and stop capturing video. You can configure resolution, frame rate, and quality settings within the software.
- **Flashback Recording:** This feature allows you to save gameplay retroactively. Configure the buffer size in settings to capture moments you might have missed.
- **Audio Mixer:** Adjust audio levels for game sound, microphone, and other sources directly within 4KCU.
- **Library:** Access and manage your recorded videos and screenshots.

2.3 Integration with Streaming Software (OBS Studio, Streamlabs, etc.)

The Elgato 4K Pro is designed for seamless integration with popular streaming applications.

1. **Add Video Source:** In your streaming software (e.g., OBS Studio), add a new "Video Capture Device" source.

2. **Select Elgato 4K Pro:** Choose "Elgato 4K Pro" from the list of available devices.

3. **Configure Settings:** Adjust resolution, frame rate, and audio settings as needed for your stream.

4. **Multi-App Functionality:** The 4K Pro can send its capture feed to multiple applications simultaneously, allowing you to record in 4KCU while streaming with OBS.

Image: The Elgato 4K Pro shown with various application logos, illustrating its capability to stream and record simultaneously to multiple platforms and apps.

2.4 Advanced Features

- **Variable Refresh Rate (VRR) Passthrough:** Enjoy tear-free gameplay on compatible displays.
- **True 10-bit HDR:** Capture and passthrough HDR10 content for vibrant visuals.
- **High Frame Rate Capture:** Record up to 1080p240 for ultra-smooth footage.

3. MAINTENANCE

The Elgato 4K Pro is an internal component and requires minimal maintenance. Follow these guidelines to ensure its longevity:

- **Keep PC Clean:** Regularly clean the interior of your PC case to prevent dust buildup on the capture card and other components. Use compressed air for this purpose.
- **Ensure Proper Airflow:** Maintain good airflow within your PC case to prevent overheating, which can affect performance and lifespan.
- **Software Updates:** Keep the Elgato 4K Capture Utility and your graphics card drivers updated to the latest versions for optimal performance and compatibility.
- **Handle with Care:** When handling the card, avoid touching the gold-plated PCIe connector pins or the HDMI ports directly.

4. TROUBLESHOOTING

If you encounter issues with your Elgato 4K Pro, refer to the following common solutions:

- **No Signal / Black Screen:**
  - Verify all HDMI cables are securely connected to the correct IN/OUT ports.
  - Ensure your source device (console, PC) is powered on and outputting video.
  - Check if your monitor supports HDMI 2.0 or higher for passthrough. Some older monitors may not be compatible with the card's output.
  - Confirm the Elgato 4K Pro is properly seated in its PCIe slot.
  - Try a different HDMI cable.

- **Software Not Detecting Card:**
  - Ensure the 4K Capture Utility is installed and updated.
  - Restart your computer after installation.
  - Check Device Manager in Windows to see if the card is recognized without errors.
  - Ensure your motherboard has a compatible PCIe x4/x8/x16 slot and that the card is fully inserted.

- **Lag or Stuttering in Capture/Stream:**
  - Verify your PC meets the minimum system requirements, especially CPU and GPU.
  - Close unnecessary background applications.
  - Update your graphics card drivers.
  - Reduce the capture/stream resolution or frame rate in your software settings.
  - Ensure sufficient storage space for recordings, especially for high-resolution content.

- **Audio Issues:**
  - Check audio settings in 4KCU or your streaming software to ensure the correct audio input is selected and levels are adjusted.
  - Verify your source device is outputting audio via HDMI.

For further assistance, please visit the Elgato support website or consult their community forums.

5. SPECIFICATIONS

Feature	Detail
Model Number	20GBK9901

Feature	Detail
Input	HDMI (unencrypted)
Output (Passthrough)	HDMI (lag-free passthrough)
Recording Resolution	Up to 4K60 HDR10 (e.g., 1080p240, 1440p144, 2160p60)
Passthrough Resolution	Up to 8K60 HDR10 (e.g., 1080p240, 1440p144, 2160p144, 4320p60)
HDR10	Passthrough & Recording
VRR	Passthrough supported
Interface	PCIe x4/x8/x16 slot (PCIe 2.0 or better)
Dimensions (LxWxH)	2.2 x 4.76 x 0.75 inches (56 x 121 x 19 mm)
Weight	3.88 ounces
Operating System	Windows 10 64-bit (or higher)

Note: Specifications are subject to change without notice.

6. WARRANTY AND SUPPORT

6.1 Warranty Information

Elgato products typically come with a limited manufacturer's warranty. For detailed information regarding the warranty period and terms for your Elgato 4K Pro, please refer to the warranty card included with your product or visit the official Elgato website's support section.
Proof of purchase is generally required for warranty claims.

6.2 Customer Support

For technical support, driver downloads, software updates, and frequently asked questions, please visit the official Elgato support portal:

Elgato Support Website

You can also find community forums and additional resources on the Elgato website.

Related Documents - 20GBK9901

[Elgato 4K60 S+ Quick Start Guide: Setup and Recording](#)
Concise guide to setting up and using the Elgato 4K60 S+ for PC and SD card recording. Learn about connections, LED status, and essential requirements for game capture.

[Elgato 4K60 S+ Quick Start Guide: Setup, Recording, and LED Codes](#)

A concise guide to setting up and using the Elgato 4K60 S+ for PC and SD card recording, including detailed instructions, LED status explanations, and compliance information.

[Elgato Game Capture HD60 X Quick Start Guide](#)

Quick start guide for the Elgato Game Capture HD60 X, detailing setup and software download.

[Elgato HD60 PRO Game Capture - Download Utility & Setup Guide](#)

Download the Elgato 4K Capture Utility for your HD60 PRO game capture device. Get started with setup instructions and system connection diagrams.

[Elgato Game Capture 4K S: Setup and Software Download Guide](#)

Learn how to set up your Elgato Game Capture 4K S and download the necessary software for the best recording experience. This guide provides step-by-step instructions and links to the official download page.

[Elgato Chat Link Setup and Usage Guide](#)

A comprehensive guide to setting up and using the Elgato Chat Link for capturing controller audio and voice for streaming and recording. Covers setup for various Elgato capture cards and software like OBS Studio and Streamlabs OBS, along with troubleshooting tips.