

BENFEI 000368grey

BENFEI Video/Audio Capture Card User Manual

Model: 000368grey | Brand: BENFEI

1. INTRODUCTION

The BENFEI Video/Audio Capture Card is designed for capturing high-definition video and audio signals from various sources. It supports full HD 1080P at 60 frames per second (FPS) output, making it suitable for streaming, recording, and gaming. The device features a 2-in-1 USB Type-A/Type-C connector for broad compatibility with computers and mobile devices. Its plug-and-play design eliminates the need for driver installation, ensuring ease of use across multiple operating systems.

Wide Application



Game Video Recording



Live Game Steaming



Capture Content from TV Stick to Laptop



Turn Phone into Portable Monitor

Image: BENFEI Video/Audio Capture Card showing its compact design and dual USB connectivity.

2. PACKAGE CONTENTS

Please verify that all items are present in the package before use. If any items are missing or damaged, contact customer support.

- 1 x BENFEI HD USB Video Capture Card
- 1 x User Manual

3. KEY FEATURES

- **1080P Full HD Capture:** HDMI input supports up to 3840x2160@30Hz (4K@30Hz) with various color formats. USB

output resolution is up to 1080P@60Hz with YUV422/MJPEG format. Audio signal up to 48Khz.

- **Plug and Play:** No driver installation required for Windows XP/7/8/10/11, Linux, Android, and Mac OS.
- **Ultra-Low Latency:** Advanced IC chip ensures high-speed HDMI signal capture and fast transmission to USB devices, minimizing latency, blue screen, and picture tearing.
- **Versatile Design:** 2-in-1 USB Type-A/Type-C cord design for compatibility with most laptops, PCs, tablets, and phones. Features a braided nylon cable for durability and an aluminum alloy casing for heat dissipation.

Advanced Chipset

Ensure stable video capture transmission



Image: Illustration of the advanced chipset ensuring stable video capture transmission.

1080P Full HD

Max input: 4K@60Hz

Max output: 1920×1080@60Hz



Image: Visual representation of 1080P Full HD output from a 4K@60Hz input.

4. SETUP INSTRUCTIONS

Follow these steps to connect your BENFEI Video/Audio Capture Card:

1. Connect your HDMI source (e.g., game console, camera, TV stick) to the HDMI input port on the capture card.
2. Connect the USB Type-A or Type-C connector of the capture card to a USB 3.0 port on your PC, laptop, or compatible mobile device.
3. Ensure that the necessary video capture software (e.g., OBS Studio) is installed and running on your computer.
4. **Important Note for PS4/PS5/Xbox/Switch:** HDCP (High-bandwidth Digital Content Protection) needs to be turned off on these devices for the capture card to function correctly. Refer to your device's settings for instructions on disabling HDCP.

How to Use

HDCP needs to be turned off when using
Switch/Switch 2/PS4/PS5/PS5 Pro/Xbox

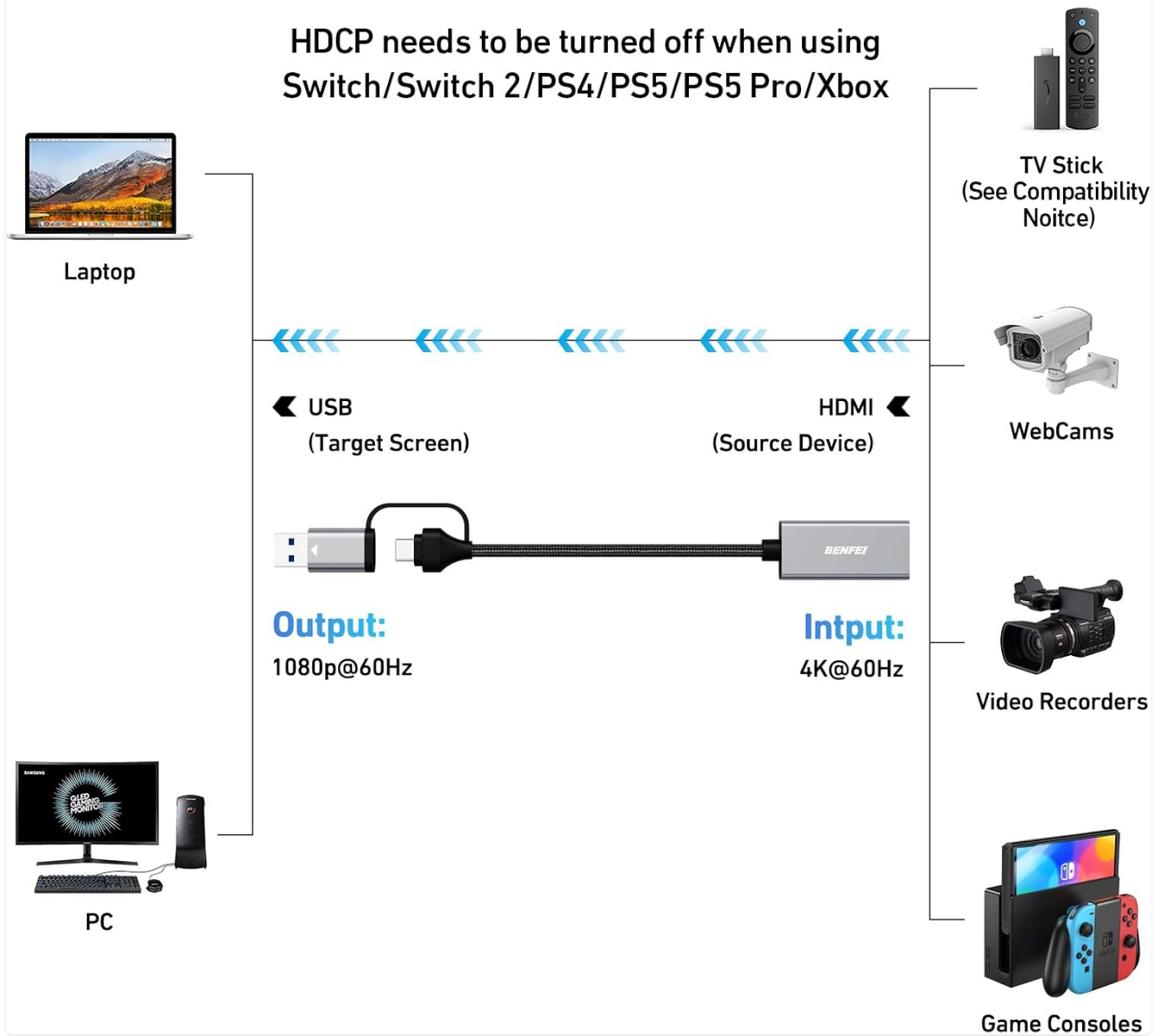


Image: Connection diagram illustrating HDMI input from source devices and USB output to a target screen (PC/Laptop).

Compatible with USB A port and USB C Port



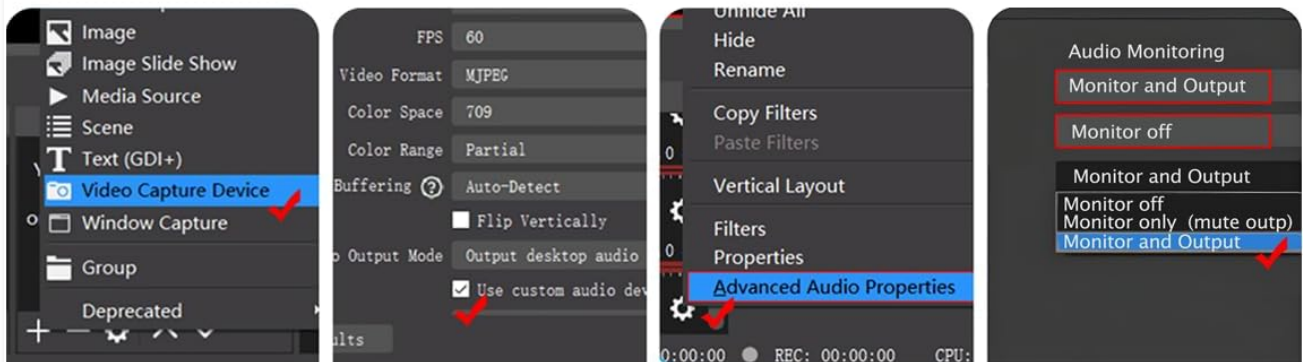
Image: The capture card's dual USB-A and USB-C connector for flexible connectivity.

5. OPERATING INSTRUCTIONS (USING OBS STUDIO)

This section provides general guidance for using the capture card with OBS Studio. Specific steps may vary slightly based on your OBS version.

1. **Open OBS Studio:** Launch the OBS Studio application on your computer.
2. **Add Video Capture Device:** In the 'Sources' box, click the '+' icon and select 'Video Capture Device'.
3. **Create New Source:** In the pop-up window, select 'Create new' and name your device (e.g., 'BENFEI Capture Card'), then click 'OK'.
4. **Select Device:** In the properties window, choose 'USB Video' from the 'Device' dropdown menu.
5. **Configure Audio:** For audio, select 'USB Custom Audio Device' if available, or configure audio monitoring in 'Advanced Audio Properties' to 'Monitor and Output' for both the Video Capture Device and Desktop Audio.
6. **Start Streaming/Recording:** Once the video and audio are configured, you can start your stream or recording within OBS Studio.

Operation on OBS Studio



1. Click "+" and choose "Video Capture Device"

2. Select "USB Video" in Device and click "USB custom audio device"

3. Select "Advance Audio Properties" in Desktop Audio

4. Select "Monitor and Output" in both Video Capture Device and Desktop Audio

Image: Step-by-step guide for configuring the capture card in OBS Studio.

Official Product Video: BENFEI USB HDMI Video Capture Card Overview

Your browser does not support the video tag.

Video: This official video provides a detailed overview of the BENFEI USB HDMI Video Capture Card, including unboxing, setup, and demonstration of its features and usage with various devices.

Official Product Video: Compatibility with Gaming Consoles

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Video: A brief demonstration of the BENFEI capture card's compatibility with popular gaming consoles such as Meta Quest 3, Xbox Series X, and Nintendo Switch.

6. COMPATIBILITY

Compatible Devices (HDMI Input)

- Nintendo Switch
- PlayStation 4 (PS4) / PlayStation 5 (PS5)
- Xbox (Series X, S, One)
- TV Sticks / Boxes (with HDCP disabled)
- DSLR Cameras
- Video Recorders
- Other devices with HDMI output

Compatible Output Devices (USB Output)

- Laptops
- Desktop PCs

- Tablets (iPadOS 17 or higher)
- Smartphones (Android, iPhone not supported due to UVC limitations)

Compatible Software & Operating Systems

- **Operating Systems:** Windows XP/7/8/10/11, Linux, Android, Mac OS
- **Software:** OBS Studio, XSplit, Potplayer, QuickTime Player, USB Camera Viewer, and more.

Compatible Device



HDMI



Switch



PS5/PS4/Xbox



TV Stick /Box



DSLR Camera



PC / Phone

USB A/USB C



Laptop



Computer



Phone



iPad/iPad Pro

Image: Overview of compatible HDMI input devices (Switch, PS5/PS4/Xbox, TV Stick, DSLR Camera, PC/Phone) and USB output devices (Laptop, Computer, Phone, iPad/iPad Pro).

Compatibility Noitce



Incompatible TV Stick/Box



Amazon Fire TV Stick



Amazon Fire TV Cube



Roku Streaming Stick



Roku Ultra



Turn off HDCP when using these TV Sticks/Boxes



NVIDIA Shield TV Pro



Chromecast with Google TV



Apple TV



Xiaomi Mi TV Stick



Homatics Box



OBS Studio



XSplit



Potplayer



QuickTime Player



Android



MacOS



Windows



YouTube



Facebook



Zoom



HDMI



USB A/USB C

You should turn off HDCP via Developer Mode

Image: Detailed compatibility notice, including incompatible TV sticks and those requiring HDCP to be turned off, along with compatible software.

7. SPECIFICATIONS

Feature	Detail
Brand	BENFEI
Model Number	000368grey
Hardware Interface	USB 3.0, USB Type C
HDMI Input Resolution	Up to 4K@30Hz (3840*2160@30Hz), backward compatible
USB Output Resolution	Up to 1080P@60Hz (1920*1080@60Hz Max)

Feature	Detail
Audio Signal	Up to 48Khz
Supported Color Formats	RGB444/YCBCR422/YCBCR444/YCBCR420 (deep color 24/30/36)
Supported Output Formats	YUV422/MJPEG
Operating Systems	Windows XP/7/8/10/11, Linux, Mac OS, Android
Item Weight	1.06 ounces
Package Dimensions	4.53 x 3.54 x 0.67 inches

8. TROUBLESHOOTING

• No Video Signal:

- Ensure all HDMI and USB connections are secure.
- Verify that the HDMI source device is powered on and outputting a signal.
- Check if HDCP is disabled on your source device (e.g., PS4/PS5, Xbox, Switch, certain TV sticks).
- Confirm that the correct 'Video Capture Device' is selected in your capture software (e.g., OBS Studio).

• No Audio:

- Ensure the audio settings in your capture software are correctly configured to capture audio from the 'USB Custom Audio Device' or similar option.
- Check your computer's sound settings to ensure the capture card's audio input is recognized and not muted.

• Lag or Stuttering Video:

- Ensure you are using a USB 3.0 port on your computer for optimal performance.
- Close unnecessary applications running in the background to free up system resources.
- Lower the output resolution or frame rate in your capture software settings if your computer's hardware is struggling.

• Device Not Recognized:

- Try connecting the capture card to a different USB port on your computer.
- Restart your computer and try again.
- Ensure your operating system is up to date.

9. WARRANTY AND SUPPORT

The BENFEI Video/Audio Capture Card comes with an **18-month unconditional warranty**, ensuring long-term protection for your purchase. For any issues, questions, or support needs, please contact BENFEI customer service.

Contact Information:

- Email: support@think-benfei.com

- Website: www.benfei.com