UGREEN 15389

UGREEN 2K@30Hz Video Capture Card (Model 15389) Instruction Manual

Your guide to seamless video capture and streaming.

1. Introduction

The UGREEN 2K@30Hz Video Capture Card is designed for high-quality video capture and streaming. It supports 4K@30Hz input and 2K@30Hz or 1080P@60FPS output, offering low latency for various applications including game recording, live streaming, and video conferencing. Its versatile USB-A and USB-C connectivity ensures broad compatibility with a range of devices.

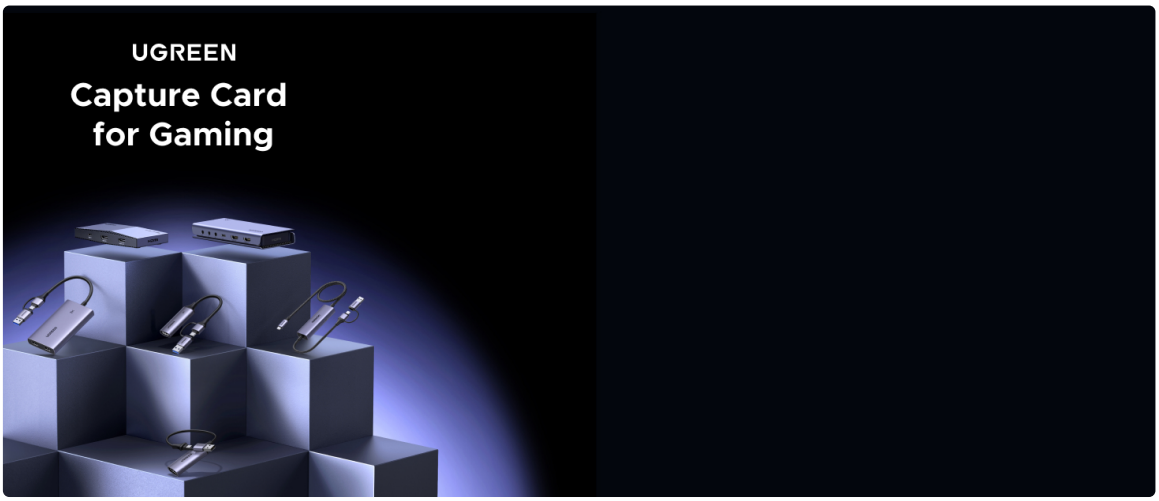


Image: The UGREEN 2K@30Hz Video Capture Card connected to a display, illustrating the difference between 2K and 1080P resolution for captured video.

2. Product Overview

2.1 What's in the Box

- UGREEN 2K@30Hz Video Capture Card (Model 15389)

2.2 Key Features

- **2K 30FPS Video Capture:** Supports 4K@30Hz input and 2K@30Hz output, backward compatible with 1080p 60FPS.
- **Ultra Low Latency:** High-speed USB 3.0 technology for optimal performance and minimal delay.
- **Dual USB Ports:** Features both USB-A and USB-C interfaces for broad compatibility.
- **Universal Compatibility:** Driver-free support for Windows, MacOS, Linux, and various gaming consoles and cameras.
- **Durable Design:** Aluminum alloy casing for heat dissipation and EMI shielding.



Image: The UGREEN Video Capture Card showcasing its integrated USB-A and USB-C connectors for flexible device connection.

3. Setup Instructions

3.1 Connecting to a Laptop (Switch/PS5/Xbox)

1. Ensure your gaming console (e.g., PS5, PS4, Xbox, Nintendo Switch) has HDCP mode disabled in its system settings before connecting.
2. Connect an HDMI cable from your gaming console's HDMI OUT port to the HDMI IN port on the UGREEN Video Capture Card.
3. Connect the capture card's integrated USB-A or USB-C connector to an available USB 3.0 port on your laptop or computer.
4. Your computer should automatically detect the capture card as a video input device.

Your browser does not support the video tag.

Video: A UGREEN official video demonstrating the connection process of the 2K@30Hz Video Capture Card from an HDMI source to a USB-C 3.0 port on a computer, including setup for Nintendo Switch and PS5.

3.2 Connecting a Camera to a USB-C Phone/Tablet

1. Connect an HDMI cable from your camera's HDMI OUT port (or Micro HDMI/Mini HDMI with appropriate adapter/cable) to the HDMI IN port on the UGREEN Video Capture Card.
2. Connect the capture card's integrated USB-C connector to your USB-C enabled phone or tablet.
3. Ensure your phone/tablet has a compatible application (e.g., USB Camera app) to view the

video feed. iPadOS devices require version 17 or higher.



Image: The UGREEN Video Capture Card facilitating game recording on a laptop, live broadcasting from a Switch to a tablet, and video conference recording using a camera and laptop.

4. Operating Instructions

4.1 Software Compatibility

The UGREEN Video Capture Card is driver-free and compatible with popular streaming and recording software:

- OBS Studio
- XSplit
- PotPlayer
- QuickTime Player
- VLC

It supports various operating systems including Windows 11/10/8.1/7, MacOS, and Linux. For iPadOS devices, version 17 or later is required.

4.2 Usage Scenarios

- **Game Recording & Streaming:** Capture gameplay from Switch, PS4/PS5, Xbox Series X, and Meta Quest 3/2 to your laptop or PC with low latency.
- **Camera Input:** Use your DSLR or mirrorless camera as a high-quality webcam for live streams or video conferences.
- **Mobile Device Integration:** Transform your iPad or Android phone into a portable monitor for your camera or console (requires compatible apps and iPadOS 17+).



Image: A laptop displaying captured game footage, connected to a gaming console via the UGREEN Video Capture Card, illustrating game recording functionality.

5. Troubleshooting

5.1 Common Issues and Solutions

- **Capture Card Not Working (Switch/PS/Xbox Users):** You must disable HDCP protection on your console. If already connected, disable HDCP, then unplug and replug the capture card.
- **Blu-ray Restriction:** This product does not support capturing/recording content from Blu-ray discs due to copyright protection.
- **Incompatibility with Device (Windows 7):** Windows 7 lacks native USB 3.0 drivers. You'll need to install or download them online manually.
- **Incompatibility with Device (iPadOS):** iPadOS devices need to be updated to version 17 or higher to use the capture card.
- **Cannot Get 2K Quality:** Ensure both your HDMI source device and the capture device (your computer/tablet) support 2K resolution.



Image: A diagram illustrating the wide compatibility of the UGREEN Video Capture Card with various input sources (Switch, PS5/PS4/Xbox, Camera, Laptop/PC, TV Stick/Box) and output devices (Laptop, Desktop, Phone, Tablet, Quest 3/3s/2), noting the HDCP requirement.

6. Specifications

Feature	Detail
Brand	UGREEN
Model Number	15389
Input Port	HDMI
Input Resolution	Up to 4K@30Hz
Capture Port	USB-A / USB-C
Capture Resolution	Up to 2K@30Hz (also 1080P@60FPS)
Video Record Format	MJPEG/NV12

Pixel Formats	RGB/YCBCR 4:4:4 / YCBCR 4:2:2 / YCBCR 4:2:0
Color Depth	24-bit / 30-bit
Audio Sampling Rate	24-bit / 48kHz Max
Compatible Systems	Windows 11/10/8.1/7, MacOS, Linux, iPadOS 17 or later
Compatible Software	OBS Studio, XSplit, PotPlayer, QuickTime Player, VLC
Item Weight	1.76 ounces
Product Dimensions	5.91 x 3.94 x 0.67 inches

7. Maintenance

To ensure the longevity and optimal performance of your UGREEN Video Capture Card, please follow these maintenance guidelines:

- Keep the device clean and free from dust. Use a soft, dry cloth for cleaning.
- Avoid exposing the device to extreme temperatures, humidity, or direct sunlight.
- Do not attempt to disassemble or repair the device yourself, as this will void the warranty.
- Store the capture card in a safe place when not in use to prevent physical damage.

8. Warranty and Support

UGREEN products come with a standard manufacturer's warranty. For specific warranty details, please refer to the warranty card included with your product or visit the official UGREEN website.

If you encounter any issues or have questions regarding your UGREEN 2K@30Hz Video Capture Card, please contact UGREEN customer support:

- **Email:** support@ugreen.com
- **Website:** www.ugreen.com

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