Manuals+ — User Manuals Simplified.

RGBlink mini-mx Streaming Video Mixer User Guide

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RGBlink mini-mx FAQ

1. Fail to power on mini-mx?

A The Power Supply included with mini-mx is the recommended power supply to use. If you use other power supply, make sure the power supports 12V 3A. Then check whether the power supply is connected first, and use it correctly according to the power supply standard of your country/region. If still failed to power on mini-mx, please check whether the power cord is damaged. Please contact us if the device is damaged during transportation..

2. If there is a power supply problem with the mini-mx.

A Please try to change the power adapter (support 36W).

3. mini-mx upgrade notes.

A Please connect U disk with standard OTG cable for upgrade. If the upgrade file can not be recognized, please check whether it is in .img format; If the file still can not be recognized, please replace the OTG cable or contact us..

Dropbox link: **https://www.dropbox.com/scl/fi/ew5ujasmcovtb7lxbc6rh/new-how-to-upgrade.mp4?rlkey=31uafepjke1pfawihty2m9v07&dl=0**

4. mini-mx can not control PTZ.

A Please make sure that the IP address of mini-mx and PTZ are in the same network segment. For example, the IP address of PTZ is 192.168.5.163. Please also set the IP address of mini-mx to 192.168.5.X ((2~254) except 163 Outside), confirm on mini XPOSE whether the Visca port number in the PTZ settings is the corresponding port number, for example, the Address Room 601A,No.373 Banshang community,Building 3,Xinke Plaza,Torch HiTech Industrial Development Zone,Xiamen, China

Tel 4008 592 315 Fax +86 592 5788216

Email: **support@rgblink.com** **http://www.rgblink.com**

Dropbox link: **https://www.dropbox.com/scl/fi/r4e7mej1br7fll74apjn7/new-how-to-control-ptz-camera.mp4?rlkey=fzmgch8kyqhfff73kxetcf8wl&dl=0**

5. mini-mx USB 3.0 RECORD can not recognize U disk.
A Please bring your own U disk and format the U disk(exFAT, FAT32). Please do not have multiple disk partitions on the U disk.

6. mini-mx USB 3.0 WEBCAM can not be recognized/recognized without picture(black picture).
A Please confirm whether the computer configuration meets the following conditions, if not, please select one of the following methods 6.1)-6.5) for testing:

Windows
CPU:i5 and above
Memory:8 GB or more
Operating System: Windows 10 64 bit processor or above
Graphics: Support Direct X9 128M or above (open AERO effect)
Hard disk space: Above 16G (primary partitions, NTFS format)
Connector: USB 3.0 or type c
Others: do not run multiple video capture or editing software simultaneously

MAC
CPU i5 and above
Connector: USB 3.0 or type c
Operating System: macOS 11.0 Big Sur or later macOS 10.15 Catalina
Others: do not run multiple video capture or editing software simultaneous

1. Or use typeC to USB3.0 hub to connect the computer and mini-mx

2. Or use USB software->ProcessControl_1.0.0.2 to improve performance of computer(in the attachment)

3. Lower the output resolution

4. Unplug and plug the USB3.0 cable and re-enter the streaming software.

5. Change the USB2.0 cable to do streaming (note that the picture quality is lower than the USB3.0 cable, and the USB2.0 cable is not recommended to use the PVW output)

7. Does mini-mx support HDCP.
A The HDMI input supports the HDCP protocol, HDMI input 1 port supports HDCP2.X, the other input ports support HDCP1.X, and the output is without HDCP encryption.If output to DVI monitor or device,need to set the output protocol in the menu as the following.

8. What kind of color space supported by HDMI input?
A mini-mx supports 4:4:4 not supports 4:2:0.

9. When mini-mx input is i format signal,it will be half-screened or cut with the P format signal, the height of the P format will be cut?
A At present, the latest program can automatically determine the i/P signal source and automatically adjust the cropping value.

10. Can mini-mx control PTZ of Pelco protocol?
A Currently, it can't,mini-mx supports to control Visca protocol PTZ only.

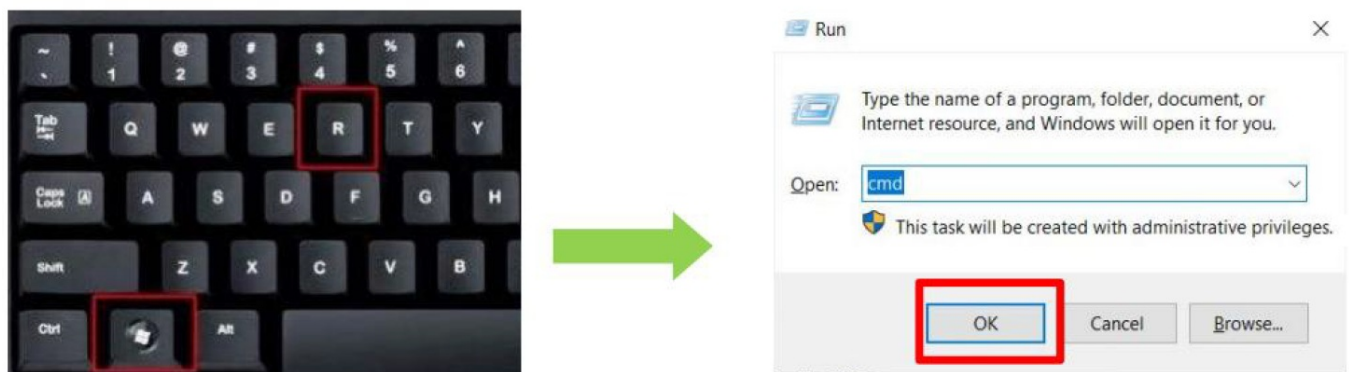**11. Insert USB disk into mini-mx for recording , mini-mx turns into black screen?**

A It means that the USB disk is in a read-only state, please use computer to unlock the USB disk.

12. Connection is normal but if failed to search or recognize the camera?
A Connect the switch to the computer.

Press the "Windows" key and the "R" key to open the "Run" dialog box. Type "cmd" and click the "OK" .

Enter "ping + IP address" , for example, "ping 192.168.5.66". If the interface shows "Destination host unreachable," it means that the IP has not been occupied.

Then enter "ping 192.168.5.66" in the "Run" dialog box again. Press "Enter" on the keyboard to access this IP address.

13. mini-mx firmware upgrade can not be directly updated to the latest version.

1. If your mini-mx is running on firmware version V1.0.36 or later, you can directly upgrade to the latest firmware.
2. If your mini-mx is running on earlier firmware version than V1.0.36, you will need to upgrade to V1.0.36 and then upgrade to the latest firmware.
3. If your mini-mx is running on earlier firmware version than V1.0.27, you will need to upgrade to V1.0.27 first, and upgrade to V1.0.36, then upgrade to the latest firmware. Dropbox link:

    https://www.dropbox.com/scl/fi/sjj0w3no0tqc7jofn8ylo/How-to-do-firmware-upgrade-for-mini-mx.pdf?rlkey=jp2zsxxfxi9ybvcvs9l0p0a4y&dl=0

14. Does mini-mx Support HD drive?

A: Yes, mini-mx supports USB flash drive and external Hard Drives,which can connect to UVC 1. mini-mx supports recording to USB flash drive and external HD, for how to make recording on mini-mx, please refer to the video:
https://www.dropbox.com/scl/fi/2z19eim0jaumpgep5f2ol/Mini-mx-How-to-record-the-video.mp4?rlkey=wz3tqer6fvywe6761bye2xeug&dl=0

15. The Atem switchers video sources 1 & 2 on some switchers are YUV signals not RGB, is that the same on mini-mx?

A: mini-mx 4-channel HDMI input can support both YUV and RGB color space and these 4 inputs are resolution independent up to 4K@60.

16. What is the delay audio in Bluetooth option.

A: There is no latency for Bluetooth connection between Bluetooth source and mini-mx Bluetooth receiver. In order to meet the audio follow video sync requirement, mini-mx adds the new Audio Delay function to support the audio delay control in the new released firmware.
mini-mx V1.0.66 supports Audio Delay function, available at:
https://www.dropbox.com/scl/fi/s0whx7x04brmom0z1q5vj/MINI-MX_PACKAGE_RELEASE_V1.0.66_230913.img?rlkey=qqmajudc9kjugtaldgdl2we3t&dl=0
mini-mx upgrade guide: **https://www.dropbox.com/scl/fi/sjj0w3no0tqc7jofn8ylo/How-to-do-firmware-upgrade**

17. The analog XLR inputs, when will we have the option to change that from mic to line and split the signal to left and right for stereo?
A: The two XLR inputs do not support stereo. The audio line-in channel supports stereo, and does not support splitting signal to left and right.

18. What is that RGB device to the left on the mini-mx? Is it included?
A: Is not included, mini-mx can connect to USB Audio interface such as Yealink speakerphone like in the video clip. The speakerphone connects to mini-mx's UVC
port, and some speakerphone supports Bluetooth connection as wireless, it will connect to mini-mx by speakerphone's Bluetooth adapter.

19. Does the XLR support phantom powered mics, or would a separate power supply be needed?
A: Yes, mini-mx MIC in 1 support 48V phantom power.

20. Does mini-mx support multi-view like a Director's view?
A: Yes, mini-mx supports multi-view on PVW HDMI output port and can also be viewed on it's 5.5'' touch screen.

21. Does mini-mx support duplicate output to a second monitor?
A: Yes, both mini-mx's two HDMI output can be reconfigured to be Program output or Multi-viewer output. So can achieve duplicate outputs. For example, user can define both two HDMI 1.3 outputs as Program outputs, and connect to external monitor as duplicate.

22. Does the multiview of mini-mx like a independent multi-view ? No settings showing up on those outputs?
A: Yes, mini-mx multi-viewer output works as independent Multi-view output and it does not need extra settings.

23. Can we use a wireless mouse as option for touch control.
A: This feature is not enabled yet.

24. Inputs are capable of 4K@60, but on board recording via USB is limited to 1080?
A: No, recording does not support 4K@60. However we do have ongoing plans to develop 4K record feature in the coming mini series.

25. Does mini-mx support NDI?
A: mini-mx NDI version will be released soon, you are welcome to follow with RGBlink, the news will be Sep. 27th during SPARK 2023 Autumn conference.NDI version is expected to be shipped in 11.1 batches.

26. Dose mini-mx support ISO record?

A: mini-mx does not support ISO record yet, let us keep working on that and please subscribe RGBlink social media and get the latest news.

27. Does mini-mx support RTMP to do live streaming and don't need use PC ? Such as on Youtube?

A: Yes, mini-mx supports direct streaming via RTMP and RTMPs to multiple platforms(up to 4) simultaneously.

28. In terms of thermals? how hot does it take in full load?

A: Mini-mx recommend working environment temperature is 0~70 °C The latest mini-mx firmware, there is temperature data shown on the display, for user reference:

mini-mx V1.0.66 support device temperature monitoring, available at:

mini-mx upgrade guide: **https://www.dropbox.com/scl/fi/sjj0w3no0tqc7jofn8ylo/How-to-do-firmware-upgrade**

29. Can mini-mx transport audio over USB-c to cloud video meeting system

A: Yes, mini-mx's UVC output supports both video and audio, which can be picked up by various cloud video meeting system such as ZOOM and TEAMS.

30. Does mini-mx supports control 3rd party camera

A: Yes, supports all PTZ camera which is VISCA protocol compatible.

31. Does mini-mx support GIF animations?

A: No, mini-mx does support GIF yet.

32. Does mini-mx support PNG transparency?

A :Yes, mini-mx supports PNG.

33. Does mini-mx not support individual input record?

A: No, mini-mx does not support individual input record.

34. Does mini-mx support mp3 upload for intermission music with a canned graphic.

A: Currently mini-mi supports importing mp3. For the feature with a canned graphic, our team will check and try the best to make it happened in the future firmware.

35. How many screens can the video signal sent to at maximum?

A: mini-mx supports max 4 x HDMI inputs + 1 media files (in .mp4 format)

36. When is plan to release the latest firmware officially?

A: The next firmware will be released on Sep. 27th during SPARK 2023 Autumn conference
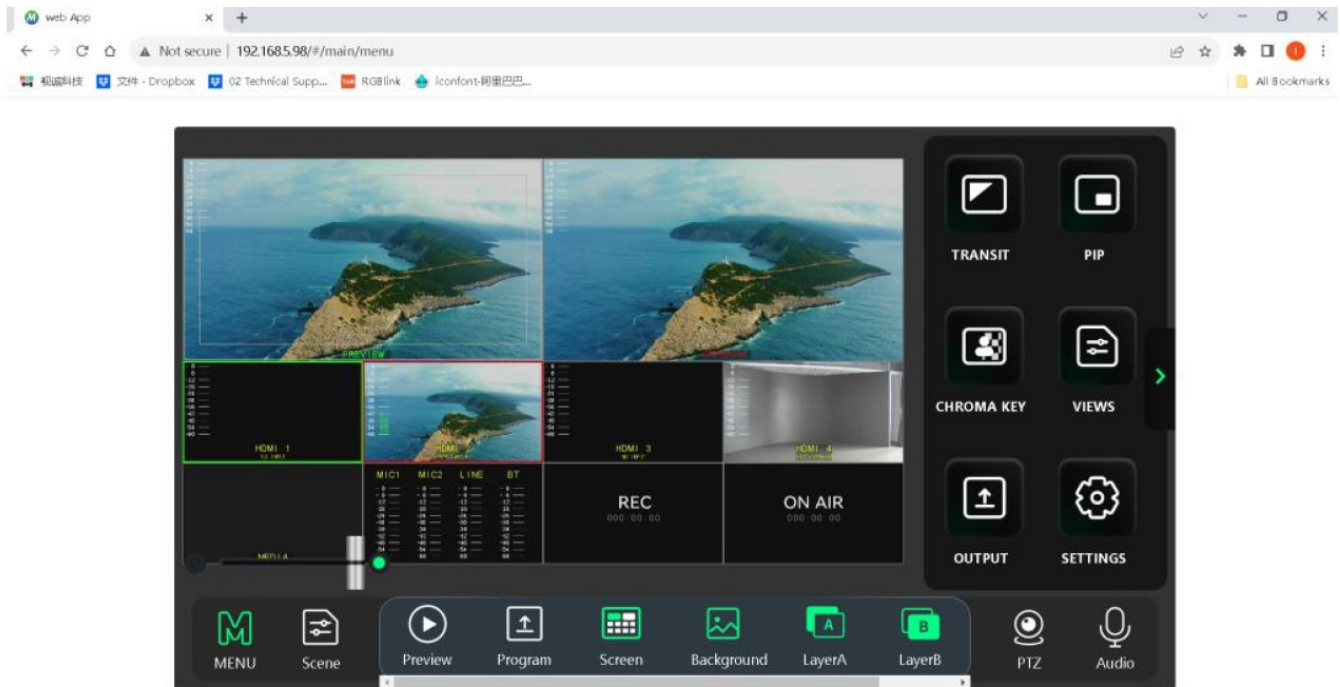

37. How to record the video?

A: mini-mx supports recording to the USB disk by its dedicated UVC output port. For how to make recording on mini-mx, please refer to the video:
https://www.dropbox.com/scl/fi/2z19eim0jaumpgep5f2ol/Mini-mx-How-to-record-the-video.mp4?rlkey=wz3tqer6fvywe6761bye2xeug&dl=0

38. Does mini-mx have APP control?
A: Yes, mini-mx is built in with a web server page, user can log in remotely by IP address connection with a mobile device browser, or PC browser. IE, Chroma, Safari browser are all compatible.

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Documents / Resources

RGBlink mini-mx Streaming Video Mixer [pdf] User Guide
mini-mx Streaming Video Mixer, mini-mx, Streaming Video Mixer, Video Mixer, Mixer

References

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