

Frequently Asked Questions about the Plugable Performance NIX HDMI Streaming & Capture Card

Q: What operating systems is the Plugable Performance NIX Capture Card compatible with?

A: The Plugable NIX Capture Card does not require any specific drivers or proprietary software to be installed. It is compatible with Windows 7/8.1/10, macOS, and Linux and with popular streaming platforms.

Q: What streaming software can I utilize with the NIX Capture Card?

A: Since the NIX Capture Card uses drivers already built-in to Windows, macOS, and Linux, it will work with most major streaming software such as OBS, StreamLabs OBS, XSplit, Wirecast, and vMix; installation and configuration guides are in the section above. For additional information regarding the streaming software you utilize (if not present in this list), please reach out to us directly at support@plugable.com

Q: When I am setting the Audio Input Capture source inside of OBS, the sound is not synced with the video. Can this be fixed?

A: It sure can! In the bottom of your OBS Window, there is a frame/section called "Mixer". Scroll through the list and look for the audio input capture line item (usually a unique name you added when adding the Audio Input Capture Source) and click on the "COG Wheel, or Settings Wheel" on the right. Select "Advanced Audio Settings". A window should appear showing you the name of the device, the volume bar, and other various settings. Look for the Audio Input Capture item name you configured, and in the column that says "Sync Offset" input 470ms (for some devices the magic number will be between 470-480). The video should now be synced to the audio being captured.

Q: What port do I use to connect my console/PC that I want to capture from?

A: The NIX Capture Card has two individual HDMI ports: One for "In" and one for "Out". The "In" port should be where you connect an HDMI cable from your source device (Xbox One, PS4, PC, etc). This way, all of the video the source device is outputting will be captured in OBS by the Nix Capture Card.

Q: What is the "Out" port for on the Nix Capture Card?

A: The "Out" port on the capture card is for outputting the captured video, or the video that the source is outputting, to an additional display. This way, you are still operating your source with the same latency you were when it was directly connected to a display. No dropped frames, no lag. Just the same content as it would be display when connected to a TV or Monitor directly. This is how the NIX Capture Card allows you to capture the video, while also still playing the source on another display. It is not required to use, but for the best gaming experience, having an additional display connected to the Capture Card's pass-through ports will give you the best edge!

Q: When I disconnected the source HDMI cable from the capture card, and then insert another new source, the NIX Capture Card did not show anything in OBS. How do I fix this?

A: A bug in OBS can cause this to sometimes occur. The best way to resolve the issue is to right click the "Video Capture Device" source (or the unique name it was given) and select properties. Inside of

properties, just below the “Device” drop down box, you should see a “Deactivate button”. Click the Deactivate button, and remove the HDMI cable that is connected to the “IN” port on the capture card. Wait 5 seconds, and then reconnect the HDMI cable from the source system to the “in” port on the capture card. Once reconnected, right click the “Video Capture Device” source (or the unique name it was given) and select properties. Once inside properties, click the “Activate” button and you should be back up and capturing!

Q: I connected my PlayStation 4/ PlayStation Pro to the Plugable Performance NIX Capture Card, and I can see an image on the display connected to the “out” port on the capture card, but not inside of my streaming software. What should I do?

A: The PlayStation 4/ PlayStation 4 Pro system utilizes HDCP protection by default when the console is turned on. To disable this feature, select (Settings) > [System] and then clear the checkbox for [Enable HDCP].

Q: When using a macOS system to capture video/audio from my source device, the audio seems to sound incorrect or “choppy”, How can I resolve this?

A: This is most likely a problem with the Hz rate the audio for the capture card has been configured as. Please follow these instructions:

1. On your main macOS Desktop, at the top left, look for the “Finder Bar” and click “Go”
2. Locate and select “Utilities”
3. With the “Utilities” menu now open, locate “Audio MIDI Setup” and double click the icon
4. Once inside of the main “Audio MIDI Setup” menu, locate the “FHD Capture” device, and click to highlight it.
5. Once highlighted, look for the drop down box next to “Format” and ensure that 48,000Hz has been selected.
6. Once the correct Hz rate has been selected, close out of “Audio MIDI Setup” and head into OBS.
7. With OBS open, locate the “OBS” listing on the top left of your macOS Desktop. Click it, and select “Preferences”
8. Once the “Preferences” menu has been opened, on the left side locate and select the “Audio” option.
9. Inside of the “Audio” menu, please ensure that the drop down box next to “Sample Rate” has been properly set to 48khz.
10. Once the drop down box is correct, click “OK” on the bottom right hand side of the menu, and restart OBS.

Q: Can I record the video I am capturing while streaming?

A: Yes! Inside of OBS, under the “Start Streaming” button, you should see a “Start recording” button. Once this is selected, the device will start capturing and recording the content via the capture card, and saving it to your configured location. Capturing with the Plugable NIX Capture Card in OBS does not splice or cut the recorded video, and instead saves the entire recorded video into a single file to make it easier to transfer, import, or edit.

Q: Which cable inside of the box do I use to connect the NIX Capture Card to my system?

A: There are three cables/adapters included inside of the box with the NIX Capture Card.

The first option is a USB 3.0 (“USB-A”) to USB 3.0 (USB-A) cable. This can be utilized on most modern systems, and will allow you to connect the capture card and communicate with OBS.

The second cable is USB 3.0 (USB-A) to USB 3.0 (USB-C), for connecting a system with a USB Type-C port (such as a Thunderbolt 3 port) to the NIX Capture Card.

We also include a small USB Type-C (USB-C) to female USB 3.0 adapter. This can be utilized to combine both the USB 3.0 to USB 3.0 cable, on a system that supports USB Type-C (has a native USB-C port).

Q: Can I output at 2560 x 1440p or 4K content?

A: No. The NIX Capture Card supports a maximum resolution input and output of 1920×1080 at 60Hz.

Q: Does the capture card work with my 144Hz display?

A: The pass-through chipset on the NIX Capture Card will only support up to 1920 x 1080 at 60Hz. Although your display may support higher refresh rates above 60Hz, the NIX Capture Card will only output 60Hz.

Q: Can I record the video being outputted from a macOS laptop or Desktop?

A: Due to specific HDCP restrictions that are specifically related to how macOS based laptops or desktops output video via their HDMI or other video output ports, the NIX HDMI Streaming & Capture Card cannot capture these devices as a source (connect an HDMI cable from the macOS system to the “in” port on the capture card) but macOS systems can be utilized as the “host” system for connecting the NIX Capture Card.

If you have any additional questions or concerns, please feel free to reach out to us directly at support@plugable.com, and we would be more than happy to assist!