



Roxio Game Capture HD PRO FAQs

- Corel Other

Compatibility -

Can I use a gaming headset with Roxio Game Capture HD PRO and record in-game chats?

No. Roxio Game Capture HD PRO records gameplay and its background audio. In-game chatting cannot be recorded at this time. With Live Stream feature, users can add live voice over through a microphone attached to the PC. For Video Editing, Voice Over can be added onto the recorded gameplay as well.

Can I use Roxio Game Capture HD PRO to play live games on my computer display?

Yes as long as your computer display can take HDMI or Component input. Instead of connecting a TV, you can connect your computer display as an output with Roxio Game Capture HD PRO device so the video can be passed through in real time to your computer display.

You still need to connect the capture device via USB with a laptop/PC for recording though. The preview in the Capture software has about 2 second delay as it is required for the hardware to process the video.

Can I capture more video formats other than M2TS in the Capture application?

No. M2TS is the native video format from the hardware chipset embedded in the capture device. By recording in this video format, you can get the best performance and picture quality from the product.

What resolutions can Roxio Game Capture HD PRO record?

Roxio Game Capture can record 1080/30p, 1080/60i, 720p, 576p/i and 480p/i.

Can I use Roxio Game Capture HD PRO to record from a DVD player, Blu-ray player, or VCR?

Roxio Game Capture HD PRO honors any video protection mechanism from the source device. Otherwise, in theory, the product can take any video via HDMI or Component input from various devices, not limited to gaming consoles. However, the product is designed to capture gameplay so only gaming consoles are fully tested.

Can Roxio Game Capture HD PRO work with all HDMI sources?

Yes, Roxio Game Capture HD PRO supports HDMI inputs and outputs. The only exception is HDCP (protected video) is honored and can't be recorded. For PS3 users, please use Component (A/V) output from the console to connect with the capture device.

Can I use Roxio Game Capture HD PRO with third party software like XSplit or Wirecast?

The support for Roxio Game Capture HD PRO would depend on the third party to implement in their software. Please contact the third party software company directly to learn about their plan to support Roxio Game Capture PRO HD.

Can I add my webcam video while live stream?

No. This is not a supported feature in Roxio Game Capture HD PRO.

Functionality -

What keyboard shortcuts can I use with Roxio Game Capture HD PRO?

F6 and F7 are defaulted to start and stop capturing. But you can redefine the hotkey you prefer in Options in the Capture application.

How do I live stream gameplay with Roxio Game Capture HD PRO to Justin/Twitch TV?

Press Live Stream button in the Capture application. Log in or create your Twitch TV account. Then the gameplay will be live streaming automatically to your channel on Justin TV/Twitch.

With the Options/Live Stream tab in the Capture Application, you can adjust the live stream related settings to ensure the streaming video is smooth.

How do I add voice over to the live stream video?

Yes. In the Capture application, go to Options/Live Stream tab. Set the audio device to a Microphone. Then you should be able to add voice over when live streaming.

How do I share my Roxio Game Capture HD PRO video with an iPad or iPhone?

You can import the recorded videos into the Video Editor. Then go to Output on the menu and select Save as File. Choose an iPad or iPhone compatible video format template to export your gameplay so you can import it onto your iPad/iPhone for viewing.

How do I edit a Roxio Game Capture HD PRO video?

After recording in the Capture application, you can click on Edit with VideoWave button to send the video to the editing application where you can trim, add text, transition, effect, voice over and more.

How do I share my Roxio Game Capture HD PRO video via Facebook?

Go to the Video Editing application. Once you finish a video project, you can click on the Share Media (blue) icon on top of the preview window or select Output on the menu.

Sign into your Facebook account and then you should be able to share video directly to Facebook from the product.

How do I share my Roxio Game Capture HD PRO video via YouTube?

Go to the Video Editing application. Once you finish a video project, you can click on the Share Media (blue) icon on top of the preview window or select Output on the menu.

Sign into your YouTube account and then you should be able to share video directly to YouTube from the product.

How do I start capturing a video using Roxio Game Capture HD PRO?

Double click on the desktop shortcut of Roxio Game Capture HD PRO. With the launcher, press Capture button.

In the Capture application, make sure you see the preview video and the status shows Ready in the application.

(Follow the instructions on Getting Started Guide to set up the connections with the capture device)

Press Start Capture (the green button) to start recording videos. Once you are done, press Stop Capture to finish the recording. You can also use Hotkeys to start and stop capture. To find out or define hotkeys, press Options button in the Capture application. Go to Hotkeys tab to find the information.

How do I change the Audio settings of Roxio Game Capture HD PRO?

Roxio Game Capture HD PRO captures videos in H.264 with AAC audio. You can't change the recording audio format. However, you can adjust Preview/Recording Audio level by pressing the button under preview window in the Capture application.

How do I change the Picture settings of Roxio Game Capture HD PRO?

To adjust picture settings, press Enhance Picture button under the preview window in the Capture application. You can customize Brightness, Hue, Contrast and Saturation for the picture.

How do I change the Capture settings of Roxio Game Capture HD PRO?

Capture settings are available mainly in two areas of the Capture application.

Options panel: On the left side of the preview window, you can set video input (HDMI/Component) adjust video quality, set a capture length and change recording file name and location etc.

Options: Press Options button and go to General tab. You change capture video resolutions (depending on the source video resolution from your console) and adjust video quality by entering actual bitrate (kbps).

can I find new text fonts to match my game videos?

In the Video Editing application, select Add Text Effect and choose Game category from the drop down menu. You can see all new gaming text fonts listed.

How can I change my narration recording to match the gameplay?

In the Video Editing application, click Add Narration button on top of the preview or timeline window. (Yes, it is available on both locations)

Once you see the Narration dialogue box, you can see Voice Profile option available. Check out the drop-down menu and select a preferred voice profile. Then start recording your voice with the game video. You can review the result in the same dialogue box. Click OK when you are done. The voice over will be added onto your video project.

How can I use Roxio Game Capture HD PRO to record my PC Games?

Make sure the graphic card with your gaming PC is DirectX 9.0c compatible and has an HDMI output. Then connect HDMI from the graphic card to the HDMI input of Roxio Game Capture HD PRO device. Use another HDMI cable to pass through the video to a PC monitor. Connect USB cable from the capture device to a laptop where you have Roxio Game Capture HD PRO software installed. You can use the same PC to install software and capture as well but it requires high performance PC in order not to affect your PC gaming result. Then launch the Capture application to start recording your PC gameplay.

How do I attach my Wii to Roxio Game Capture HD PRO?

Use a Component (A/V) cable to connect between Wii and Roxio Game Capture HD PRO. Then connect Component (A/V) cable to TV for pass through. The USB cable is to connect between the capture device and your laptop/PC.

Troubleshooting:

Why does the status show as No Signal in the Capture application?

It means Roxio Game Capture HD PRO device cant detect video signal from the console you connect to. There are a couple of possibilities:

1. The console is not power on
2. Cable connection is not setup properly according to the Getting Started Guide
3. Video source is not supported. For example, if you are connection to a PS3, HDMI signal cant be detected by Roxio Game Capture HD PRO device due to HDCP (protected video) by Sony. We suggest you to switch to Component (A/V) cable to connect between PS3 and Roxio Game Capture HD PRO. Please follow the instructions of PS3 setup on Getting Started Guide.
4. The capture device or cable could be damaged

Why cant I see the anything on TV even though I have connected HDMI cable properly between the capture device and TV?

Except for the cable connection/setup (following by the Getting Started Guide), check the following items:

1. Make sure the USB cable is connected between the capture device and a laptop/PC. The laptop/PC has to be powered on. HDMI pass through relies on the USB power from the PC/laptop.
2. Make sure Roixo software is installed on the laptop/PC where the USB cable from the capture device is connected to.
3. Launch the capture application of Roxio Game Capture HD PRO software at least once. If the preview video doesn't show up, close the application and launch it again.

How do I adjust the live stream performance if the video I see is choppy?

The live stream performance depends on the resources of your computer and your home Internet connection (mainly, upload speed). If the live stream result is choppy, you want to lower the video preset (for example, from 720p to 480p) in Options/Live Stream tab in the Capture application.

How do I adjust the picture brightness on TV if the pass through with Roxio Game HD PRO is not what I expected?

Roxio Game Capture HD PRO leverages USB cable to gain power from a connected laptop/PC. Thus no power adapter is required. However, the brightness of TV picture may get affected depending on different brands/models

of TV or setup etc. You are recommended to have USB connected with a PC/laptop especially when you use Component cable to connect between the console and Roxio Game Capture HD PRO device. You can also use your TV remote controller to adjust the TV brightness as another option.

There is a 2-3 seconds delay from the action on my TV to the display on my computer. How can I fix it?

This is actually by design. With the hardware encoding we implement with Roxio Game Capture HD PRO, it is normal to have 2-3 seconds delay from the action on your TV to the display on your computer.
