

Elgato Game Capture 4K60 Pro — Troubleshooting 4K Video Issues

Elgato Game Capture 4K60 Pro can capture video at many different resolutions and frame rates, up to 2160p60 (4K).

That said, if there are any issues with the video quality, use these steps to help resolve them.

Check HDMI Cable

Any HDMI cable that is connected to **Elgato Game Capture 4K60 Pro**, either for Input or Output, needs to be a Premium High Speed HDMI cable.

If any connected cable is not Premium High Speed, then the output will be limited to 1080p.

Elgato Game Capture 4K60 Pro comes with one Premium High Speed HDMI cable.

For more information about Premium High Speed cables:

Connect 4K Display

Make sure the passthrough of the **Elgato Game Capture 4K60 Pro** is connected to a 4K display.

Otherwise, the output will be limited to 1080p.

Use HDMI 2.0 Port on Display

If the display says that it is 4K, make sure the HDMI port connected to **Elgato Game Capture 4K60 Pro** is a HDMI 2.0 port.

Some 4K displays may only support 4K video via a DisplayPort cable. Those displays may have HDMI ports that are version 1.4, which only supports 4K at 30 fps.

If the **Elgato Game Capture 4K60 Pro** is connected to a HDMI 1.4 port, then consoles will default to 1080p60.

Set TV or Display To Use 4K

Make sure the TV connected to **Elgato Game Capture 4K60 Pro** has 4K activated.

Some TV and monitor manufacturers have placed the option to enable 4K input deep in the settings.

By default, this may mean that the Xbox One X or PlayStation Pro going through the **Elgato Game Capture 4K60 Pro** may not be outputting in 4K.

The solution is to check the manual for your TV or display to ensure that 4K is enabled for that HDMI port