

# Troubleshooting: Elgato Game Capture HD video appears on passthrough TV, but not in software

If your Elgato Game Capture HD video appears on the passthrough TV, but not in the **Elgato Game Capture HD** software, then some aspect of your **Settings** or **Setup** are probably incorrect.

Please try the following steps to see if they help with this issue:

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1) Make sure the USB cable is connected to the Elgato Gaming hardware, and your computer.

Solution: Check the connections at both ends of the **USB 2.0** cable, and make sure the cable is connected to your computer, and not a powered **USB port** on another device, or an **USB power adapter**.

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2) The Elgato Gaming hardware may need to be reset.

Solution: Unplug the Elgato Gaming hardware from the **Mac** or **PC**, and video source. Wait a minute, and then attach everything again.

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3) The Elgato Game Capture HD software may need to be reset.

Solution: Quit the Elgato Game Capture HD software, and then launch it again.

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4) Make sure your computer meets the System Requirements for Elgato Game Capture HD software.

Solution: See these articles for the **System Requirements**.

[Elgato Game Capture HD System Requirements](#)

[Elgato Game Capture HD60 System Requirements](#)

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5) The Elgato Game Capture HD software may need to be updated.

Solution: Use the **Check For Updates** feature in the **Elgato Game Capture HD** software, to download the latest version.

Or, download the latest version from this page:

<http://www.gamecapture.com/download>

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6) The Elgato Game Capture HD software may need to be uninstalled and reinstalled.

Solution: If you are using **Windows**, use the **Windows Uninstaller** to remove the **Elgato Game Capture HD** software.

If you are using a **Mac**, then erase the **Elgato Game Capture HD** application.

Once the software is removed on your **Mac** or **PC**, then use the **Check For Updates** feature in the **Elgato Game Capture HD** software, to download the latest version.

Or, download the latest version from this page:

<http://www.gamecapture.com/download>

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7) The Elgato Game Capture HD software may have the wrong Input selected.

Solution: Press the **Settings** button in the **Device** section of **Elgato Game Capture HD**.



The **Settings** button has a hammer and wrench icon on it.

Double check that the correct **Input** is selected:

**Composite**  
**S-Video**  
**Component**  
**HDMI**

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If none of these steps help, then please contact Elgato Technical Support for further troubleshooting.

You can visit <https://help.elgato.com> to report your problem. Please let us know that you tried the steps in this article.

## Troubleshooting: Elgato Game Capture HD video appears in software, but not on passthrough TV

If your Elgato Game Capture HD video appears in the software, but not on the passthrough TV, then some aspect of your **Settings** or **Setup** is probably incorrect.

Please try the following steps to see if they help with this issue:

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1) Your TV may be set to the wrong input.

Solution: Check your TV to make sure that your TV is set to use the right **Input**.

Look at the name or number of the **HDMI port** that your **HDMI cable** is connected to, and then match that in the TV's **Input** interface.

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2) Your TV may not support the current video resolution that your console is outputting.

Solution: Check to see if your TV can support **1080p**, **1080i** or **720p** signals.

If your TV can't support all resolutions, change the output resolution of your console to match your TV's maximum resolution.

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3) The Elgato Gaming hardware may need to be reset.

Solution: Unplug the Elgato Gaming hardware from the **Mac** or **PC**, and video source. Wait a minute, and then attach everything again.

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4) The Elgato Game Capture HD software may need to be reset.

Solution: Quit the Elgato Game Capture HD software, and then launch it again.

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5) The HDMI cable may be defective.

Solution: Test the **HDMI** cable with another video source (without using the **Elgato Gaming** hardware), to make sure that it is working properly with your TV.

If another video source also doesn't output any video to your TV, then you may need to replace that **HDMI** cable.

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6) The HDMI cable may be uni-directional.

Solution: Elgato Gaming hardware comes with a bi-directional HDMI cable. This is a typical

HDMI cable that can be connected in either direction.

Some HDMI cables, especially those that are very long, may be uni-directional. That means they can only be connected in one way only.

If you intend to use an uni-directional HDMI cable with Elgato Gaming hardware, please make sure that it is connected properly, according to the markings on either end of the cable.

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If none of these steps help, then please contact Elgato Technical Support for further troubleshooting.

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## Troubleshooting: No video from Elgato Game Capture HD

If your Elgato Game Capture HD video doesn't appear in the software or on the passthrough TV, then some aspect of your **Settings** or **Setup** are probably incorrect.

Please try the following steps to see if they help with this issue:

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1) Make sure the USB cable is connected to the Elgato Gaming hardware, and your computer.

Solution: Check the connections at both ends of the **USB** cable, and make sure the cable is connected to your computer, and not a powered **USB port** on another device, or an **USB power adapter**.

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2) Your TV may be set to the wrong input.

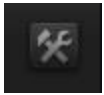
Solution: Check your TV to make sure that your TV is set to use the right **Input**.

Look at the name or number of the **HDMI port** that your **HDMI cable** is connected to, and then match that in the TV's **Input** interface.

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3) The Elgato Game Capture HD software may have the wrong Input selected.

Solution: Press the **Settings** button in the **Device** section of **Elgato Game Capture HD**.



The **Settings** button has a hammer and wrench icon on it.

Double check that the correct **Input** is selected:

**Composite**  
**S-Video**  
**Component**  
**HDMI**

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4) Your PS4 may have HDCP turned on.

Before you set things up, make sure to connect your **PlayStation 4** directly to your TV set or display via **HDMI**, without using an **Elgato Gaming** device.

Then, visit the **Settings > System** section of the **PlayStation 4** interface, and turn off **Enable HDCP**.

After that, you can use your **PlayStation 4** with your **Elgato Gaming** device.

If you don't turn off HDCP, then the video on your TV and in the software may flash back and forth to a black screen constantly, while the audio still plays somewhat.

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5) Your TV may not support the current video resolution that your console is outputting.

Solution: Check to see if your TV can support **1080p**, **1080i** or **720p** signals.

If your TV can't support all resolutions, change the output resolution of your console to match your TV's maximum resolution.

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6) The Elgato Gaming hardware may need to be reset.

Solution: Unplug the Elgato Game Capture HD hardware from the **Mac** or **PC**, and video source. Wait a minute, and then attach everything again.

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7) The Elgato Game Capture HD software may need to be reset.

Solution: Quit the Elgato Game Capture HD software, and then launch it again.

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8) The HDMI cable may be defective.

Solution: Test the **HDMI** cable with another video source (without using the **Elgato Gaming** hardware), to make sure that it is working properly with your TV.

If another video source also doesn't output any video to your TV, then you may need to replace that **HDMI** cable.

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9) The HDMI cable may be uni-directional.

Solution: Elgato Game Capture HD comes with a bi-directional HDMI cable. This is a typical

HDMI cable that can be connected in either direction.

Some HDMI cables, especially those that are very long, may be uni-directional. That means they can only be connected in one way only.

If you intend to use an uni-directional HDMI cable with your Elgato Gaming hardware, please make sure that it is connected properly, according to the markings on either end of the cable.

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10) Make sure your computer meets the System Requirements for Elgato Game Capture HD software.

Solution: See these articles for the **System Requirements**.

[Elgato Game Capture HD System Requirements](#)

[Elgato Game Capture HD60 System Requirements](#)

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11) The Elgato Game Capture HD software may need to be updated.

Solution: Use the **Check For Updates** feature in the **Elgato Game Capture HD** software, to download the latest version.

Or, download the latest version from this page:

<http://www.gamecapture.com/download>

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12) The Elgato Game Capture HD software may need to be uninstalled and reinstalled.

Solution: If you are using **Windows**, use the **Windows Uninstaller** to remove the **Elgato Game Capture HD** software.

If you are using a **Mac**, then erase the **Elgato Game Capture HD** application.

Once the software is removed on your **Mac** or **PC**, then download the latest version from this

page:

<http://www.gamecapture.com/download>

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If none of these steps help, then please contact Elgato Technical Support for further troubleshooting.

You can visit <http://help.elgato.com> to report your problem. Please let us know that you tried the steps in this article.