

Troubleshooting

No Signal

Make sure that when you're working with **OBS Studio** that **4K Capture Utility** or other capture software is closed. The **Elgato Game Capture HD60 S+** can only be access by one program at a time.

Close **OBS Studio** and open our **4K Capture Utility** software to see if a signal comes through. If no signal is appearing, you will need to do some general troubleshooting.

If you see video in **4K Capture Utility**, then your device is working properly. Close **4K Capture Utility**. Then inside of **OBS Studio** right click on your **Elgato Game Capture HD60 S+** layer and go to *Properties*. Then click on *Deactivate*. Wait 10 seconds and Click on *Activate*. If this doesn't help then close *Properties*. Right click on your layer again and go to remove. Try remaking the Video Capture Device as seen in the section: [Configuring your Game Capture HD60 S+](#)

Video isn't the right size

If you're noticing that the video from your **Elgato Game Capture HD60 S+** isn't filling your scene or it's shaped oddly, try right clicking on the **Elgato Game Capture HD60 S+** layer in your source list, then go to Transform, and Reset Transform or Stretch to Screen.

Video looks lower quality

Your **Elgato Game Capture HD60 S+** may be operating at a lower resolution. Right click on your **Elgato Game Capture HD60 S+** layer and go to *Properties*. Then look for *Resolution/FPS Type*. Set this from *Device Default* to *Custom*.

Go to the next option on the list *Resolution*. Select the resolution of your source, this may be 1920x1080 for 1080p or 1280x720 for 720p.

The next option, *FPS*, can be set to *Highest FPS*.

Video Format can be set to *Default* or *YV12*.

Video looks laggy

If your video looks to be skipping or not smooth, try moving the **Elgato Game Capture HD60 S+** to another USB 3.0 port on your system. As some USB 3.0 ports share bandwidth you may need to check multiple connections.

When doing this, your device selection in **OBS Studio** may change. Right click on your **Elgato Game Capture HD60 S+** layer, and go to properties.

My Chat Link audio isn't working

You may need to make sure OBS Studio is properly using the analog input on your **Elgato Game Capture HD60 S+**. Open up **4K Capture Utility**. Go into *Settings*, then *Device* tab. From here make sure the **Elgato Game Capture HD60 S+** is selected. Then change the Audio Input from HDMI Audio to Analog Audio.

Once this is changed, hit OK, and close **4K Capture Utility**. OBS Studio should now be picking up your Chat Link audio.

