RGBlink_mini-mx SDI_FAQ

You can also visit the RGBlink mini Series FAQ to view the latest FAQs.

1. Why does mini-mx SDI fail to power on?

A: Please use the included power adapter. If using another adapter, make sure it supports 12V/3.3A or above (40W recommended). Also check whether the power cable is connected properly or damaged.

2. If there is a power supply problem with the mini-edge SDI:

A：Please try to change the power adapter (support 40W).

3. mini-mx SDI upgrade notes:

A： Please connect a U disk with standard OTG cable for upgrade. If the upgrade file cannot be recognized, please check whether it is in .img format; If the file still cannot be recognized, please replace the OTG cable or contact us.

4. What should I do if mini-mx SDI cannot control the PTZ?

A：Please check the followings:

- Please make sure that the IP address of mini-mx SDI and PTZ are in the same network segment. For example, the IP address of PTZ is 192.168.5.163.
- Please also set the IP address of mini-mx SDI to 192.168.5.X ((2~254) except163 Outside), confirm on mini-mx SDI XPOSE whether the Visca port number in the PTZ settings is the corresponding port number, for example, the Visca port number of the PTZ of RGBlink is 1259.

5. What should I do if mini-mx SDI cannot recognize a U disk?

A：Please format the U disk (exFAT, FAT32).

6. mini-mx SDI USB 3.0 WEBCAM cannot be recognized/recognized without picture (black picture).

A：Please confirm whether the computer configuration meets the following conditions.

	Windows	Mac
CPU	i5 or above	i5 or above
Interface	USB 3.0 or Type-C	USB 3.0 or Type-C
Operating System	Windows 10 64-bit or above	macOS Big Sur (11.0) or macOS Catalina (10.15)
Memory	8 GB or above	/
Graphics Card	DirectX 9 128M or above (AERO enabled)	/
Storage Space	16 GB or above (primary partitions, NTFS format)	/
Others	Do not run multiple video capture or editing software applications simultaneously	

© Xiamen RGBlink Science & Technology Co., Ltd.

If capture still does not work properly, try the following methods:

- Use a Type-C to USB 3.0 hub to connect the computer and mini-edge SDI
- Lower the output resolution
- Reconnect the USB 3.0 cable and restart the streaming software
- Replace the USB cable for streaming (Please note that image quality may be lower than with a USB 3.0 cable, and non-USB 3.0 cables are not recommended for multiview output.)

7. Does mini-mx SDI support HDCP?

A: The HDMI input supports the HDCP protocol, HDMI input 1 port supports HDCP2.X, the other input ports support HDCP1.X, and the output does not support HDCP protocol encryption.

8. Which YUV formats are supported by mini-mx SDI HDMI input?

A：Only YUV 4:4:4 is supported. YUV 4:2:0 is not supported.

9. What should I do if interlaced (i) signals display abnormal images, or the height of progressive (P) signals is cropped when switching between i/P signals?

A：The latest version can automatically detect i/P signal sources and adjust the cropping parameters automatically. Please update to the latest version.

10. Can mini-mx SDI control PTZ of Pelco protocol?

A：Currently, the PTZ controlling Pelco protocol is not supported.

11. Insert a USB disk for recording into mini-mx SDI and mini-mx SDI turns black?

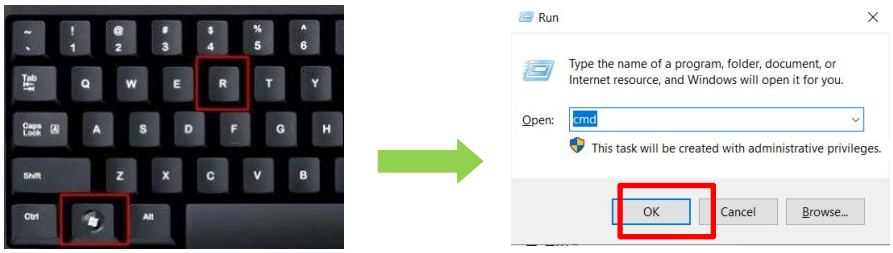
A：It means that the USB disk is in a read-only state, please use computer to unlock the USB disk.

12. Connection is normal but failed to search or recognize the camera?

A: 12.1) Connect the switcher to the computer.

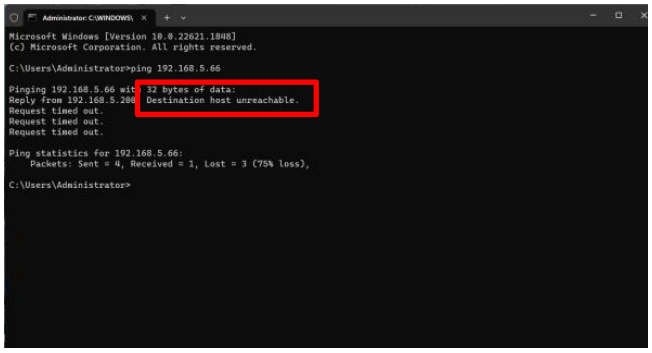


12.2) Press the "Windows" key and the "R" key to open the "Run" dialog box. Type "cmd" and click the "OK" .

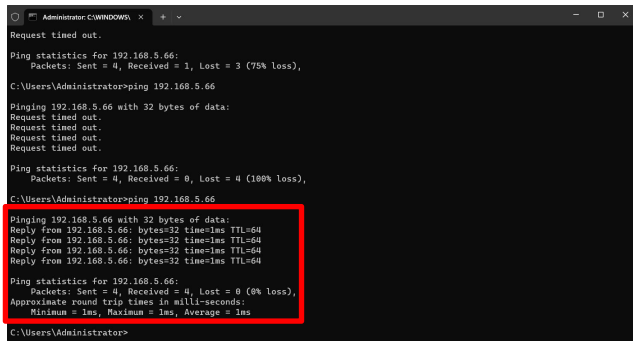


© Xiamen RGBlink Science & Technology Co., Ltd.

12.3) Enter "ping + IP address", for example, "ping 192.168.5.66". If the interface shows "Destination host unreachable," it means that the IP has not been occupied.



12.4) Then enter "ping 192.168.5.66" in the "Run" dialog box again. Press "Enter" on the keyboard to access this IP address.



13. Video playing via fifth input?

A: The fifth input supports video playing only in .mp4 format and 1080p resolution.

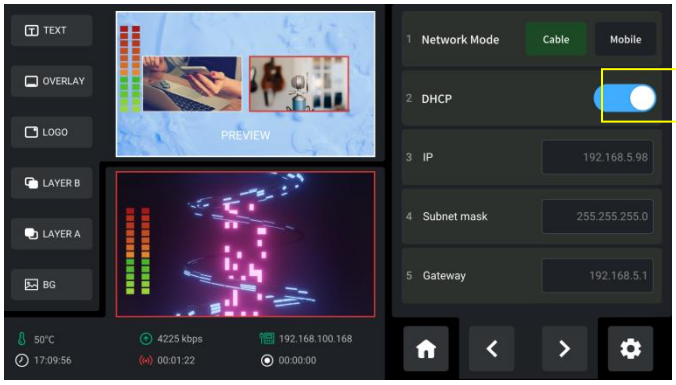
14. Controlling PTZ Camera During Live

A: To control PTZ camera while performing live streaming, please make sure PTZ, mini-mx SDI and network are in the same LAN, then turn on DHCP of mini-mx SDI in Network Interface at the same time. (Turning off DHCP will not affect live streaming if the IP address does not conflict)

Click "Network" on Setting Menu to configure IP address.

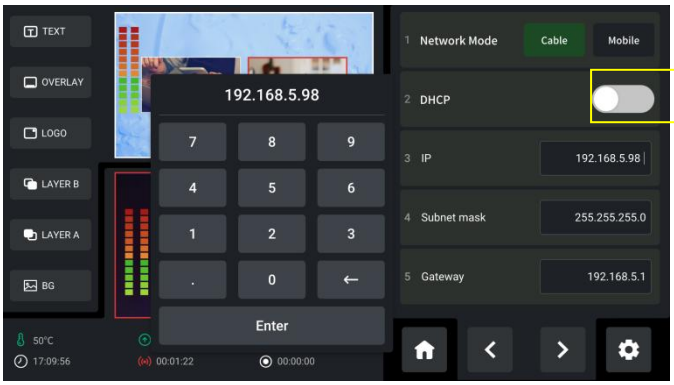
IP Setting:

Dynamic (IP configured by router) : Connecting mini-mx SDI with a router with DHCP features. Turn on DHCP of mini-mx SDI and the router, then mini-mx SDI will capture an IP address automatically.



© Xiamen RGBlink Science & Technology Co., Ltd.

Static (set IP freely by yourself): Turn off DHCP to manually set IP address. Then click “Enter” to conform your setting.



Subnet mask: Set the subnet mask. The default setting is 255.255.255.0.

Gateway: Set the Gateway according to the IP address and subnet mask. For example, if the IP address of mini-mx SDI is 192.168.5.98 and the subnet mask is 255.255.255.0, please set the gateway to 192.168.5.1.

© Xiamen RGBlink Science & Technology Co., Ltd.