

## AVerMedia Live Gamer Ultra (ASIN B07DHDHLYQ )

Date: 2022 July 27<sup>th</sup>

For Amazon Andon Cord

AVerMedia Customer Service Team

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### 1. Where to get AVerMedia official release

AVerMedia are committed to be the leading creator & video collaboration products provider across the globe and we always strive to give greater focus on "Customer Service" and relationship excellence.

At AVerMedia, our focus is on continuous improvement without compromising on quality. Therefore, we introduce DevOps procedure which enables formerly individual roles as a closed loop– development, IT operations, quality engineering and security – to coordinate and collaborate to produce better products.



Our quality policy not only applied for development phase but also listed products. Every listed product need pass our internal product verification from time to time.

First, quality engineering need submit report with accurate test result, so that release committee may conduct review and kick-off release application accordingly.

## **System Requirements (For dedicated streaming PC)**

<https://www.avermedia.com/us/product-detail/GC553>

Operating system: Windows® 10 x64 or later (Support UVC Protocol)

For 4Kp30 or 1080p120 (4Kp60 HDR pass-through supported)

Desktop:

- Intel® Core™ i5-6XXX or above
- NVIDIA® GeForce® GTX 1060 or above
- 8 GB RAM (\*Dual-channel)

Laptop:

- Intel Core i7-7700HQ or above
- NVIDIA® GeForce® GTX1050 Ti or above
- 8 GB RAM (\*Dual-channel) \*You have to set your memory on dual channel mode in your computer system. Please see attachment: attachment (Link)

For 1080p60 (4Kp60 HDR pass-through supported)

Desktop:

- Intel® Core™ i5-4440 3.10 GHz or above
- NVIDIA® GTX 660
- 4 GB RAM (8 GB recommended)

Laptop:

- Intel Core i7-4810MQ
- NVIDIA® GeForce® GTX 870M or above
- 4 GB RAM (8GB Recommended)

Mac system requirement: Operating system: MacOS High Sierra 10.13

Requires an Apple Thunderbolt 3 (USB-C) Cable (0.8 m)

For 4Kp30 or 1080p120 (4Kp60 HDR pass-through supported)

iMac:

- 3.6GHz quad-core Intel Core i7
- Radeon Pro 555 with 2GB of VRAM
- 16GB of 2400MHz DDR4 memory

MacBook Pro:

- 2.8GHz quad-core Intel Core i7
- Radeon Pro 555X with 2GB of GDDR5 memory
- 16GB 2133MHz LPDDR3 memory

For 1080p60 (4Kp60 HDR pass-through supported):

iMac:

## **AVerMedia**

- 3.6GHz quad-core Intel Core i7
- Radeon Pro 555 with 2GB of VRAM
- 16GB of 2400MHz DDR4 memory

MacBook Pro:

- 2.6GHz quad-core Intel Core i7
- Radeon Pro 450 with 2GB of GDDR5 memory
- 16GB of 2133MHz LPDDR3 onboard memory

Notes:

1. LGU does not support USB 2.0
2. LGU does not support USB 3.1 Gen 2
3. We strongly recommended to use Intel chipset.
4. For 4K, HDR or High frame rate recording only NVIDIA graphics card are supported.

## **Typical issue trouble shooting**

Question 1:

When I try to record a video, there is no playback output, delay in recording, sync issue, how can I fix it?

Answer:

Please see the below tutorial guide in FAQ ([How can I set up GC553 in OBS Studio?](https://www.avermedia.com/us/support/faq/WA1vM6gR)) <https://www.avermedia.com/us/support/faq/WA1vM6gR>

Question 2:

Recording and stream come through very choppy, signal is scrambled intermittently:

Answer:

Please see the below FAQ:

<https://www.avermedia.com/us/support/faq/why-my-audio-becomes-choppy-gnrkpvKe>

## **Windows: Live Gamer Ultra GC553 with RECentral**

### **4**

As a standard UVC products GC553 could plug & play under typical OS and work well

with RECentral V4 or popular streaming Apps such as OBS.

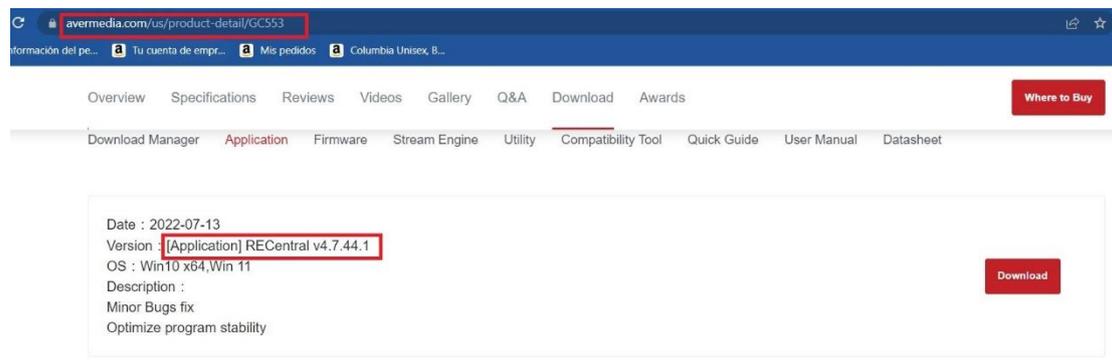
[RECentral Video Tutorial](#)

Download path by visit and click “Application” to locate Applications

<https://www.avermedia.com/us/product-detail/GC553>

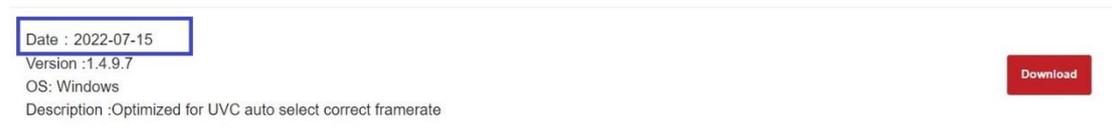
The latest update is from July 13<sup>th</sup> 2022

RECentral v4.7.44.1



The latest Firmware is dated from July 15<sup>th</sup> 2022

Version: 1.4.9.7



For OBS Studio:

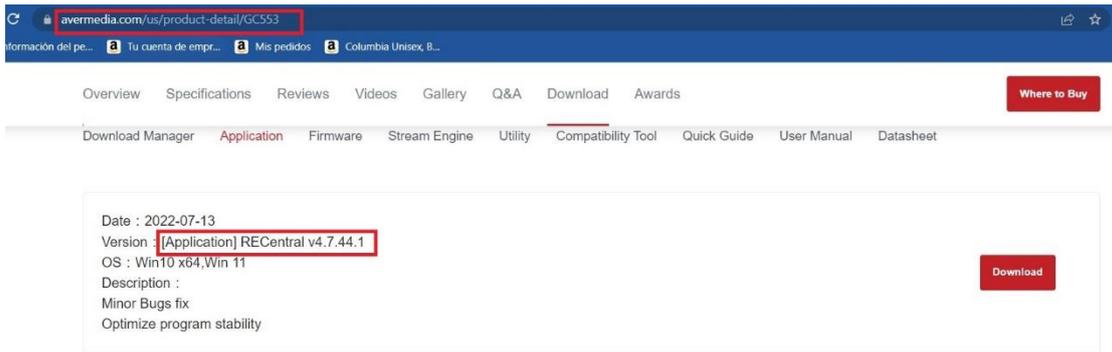
[OBS tutorial guide](#)

## For Windows 11 OS users

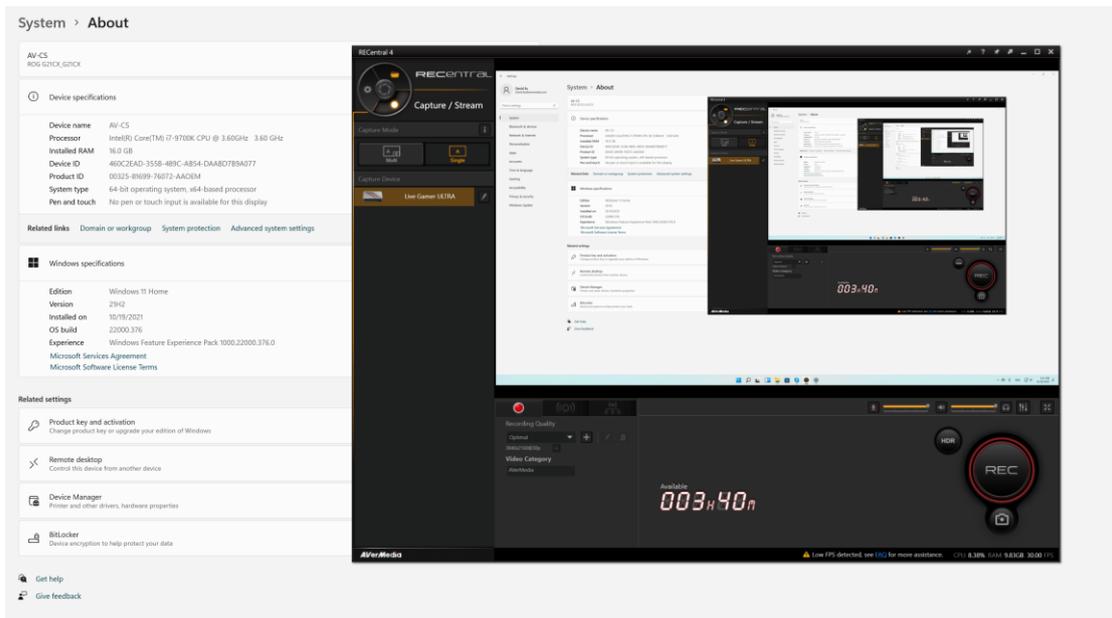
Microsoft officially released Windows 11 on October 4, 2021. By the way, we're happy to announce that GC553 Software & Hardware are both currently compatible.

Please visit <https://www.avermedia.com/us/product-detail/GC553> to download latest RECentral by following link

[https://storage.avermedia.com/web\\_release/www/software/RECentral\\_4\\_v4.7.44.1\\_22061501\\_x64.exe](https://storage.avermedia.com/web_release/www/software/RECentral_4_v4.7.44.1_22061501_x64.exe)



Once you install the RECentral, you can use our GC553 as bellow



## MacOS: Live Gamer Ultra GC553 with RECentral Express

We encourage you to install RECentral Express, which is powerful streaming Apps under Mac platform developed by AVerMedia. We are pleased to inform you all that GC553 has been tested with the latest Big Sur OS (Ver 12.x) and Apple Silicon CPU (aka M1) by Dec, 2021. Should you run into any trouble by using AVerMedia products with Mac platform, please feel free to contact our technical support by [TechnicalSupport@avermedia.com](mailto:TechnicalSupport@avermedia.com)

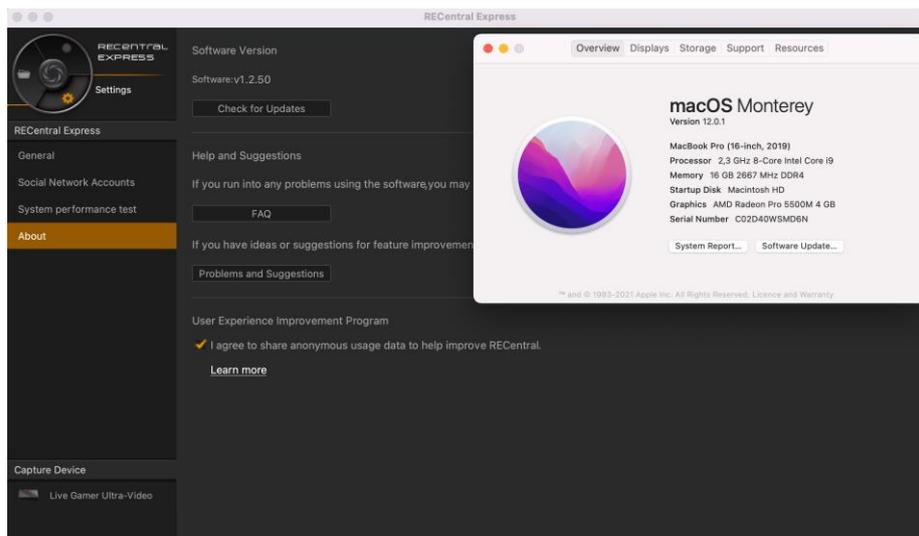
Please visit <https://www.avermedia.com/us/product-detail/GC553> to download

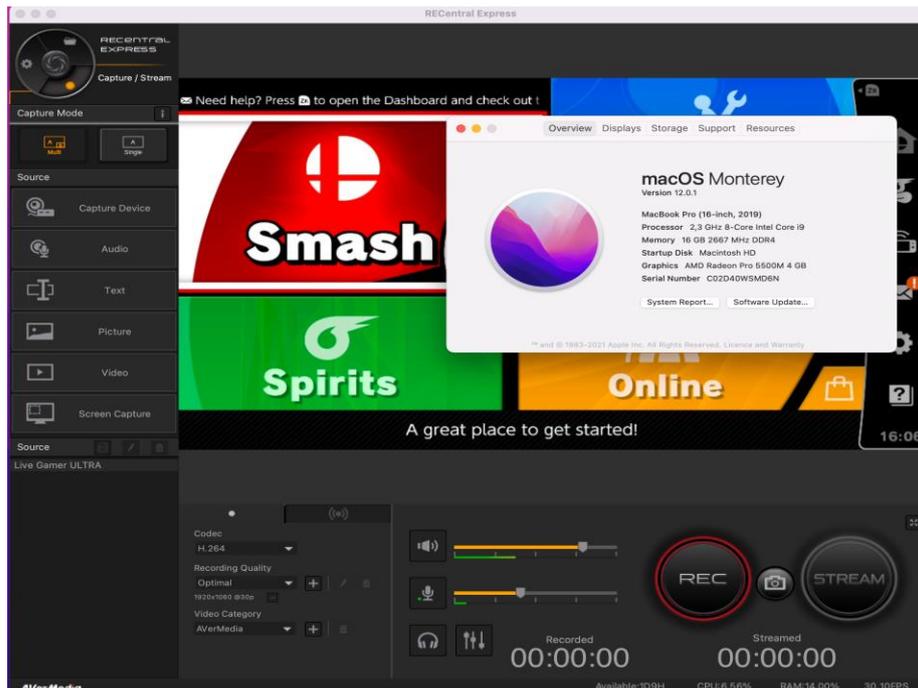
latest RECentral Express by following link

[https://storage.avermedia.com/web\\_release\\_www/software/RECentralExpress\\_v1.2.65.dmg.zip](https://storage.avermedia.com/web_release_www/software/RECentralExpress_v1.2.65.dmg.zip)

Date : 2022-07-13  
Version : [Application] RECentral Express v1.2.65  
OS : macOS 11.6 & 12.4  
Description :  
Minor Bugs fix  
Optimize program stability

Once you install the RECentral Express, you can use our GC553 as bellow





## Apple Silicon Compatibility (M1 Chip)

Live Gamer Ultra GC553 is also compatible with M1 Macs under macOS 12, and work with other 3rd party software such as OBS Studio. As for RECentral Express, we have been developing the latest version that can enable GC553 to work with M1 Macs under macOS 12.



For the latest updates, please check the product pages. If you use macOS with M1 processor, please see the list below for the compatibility

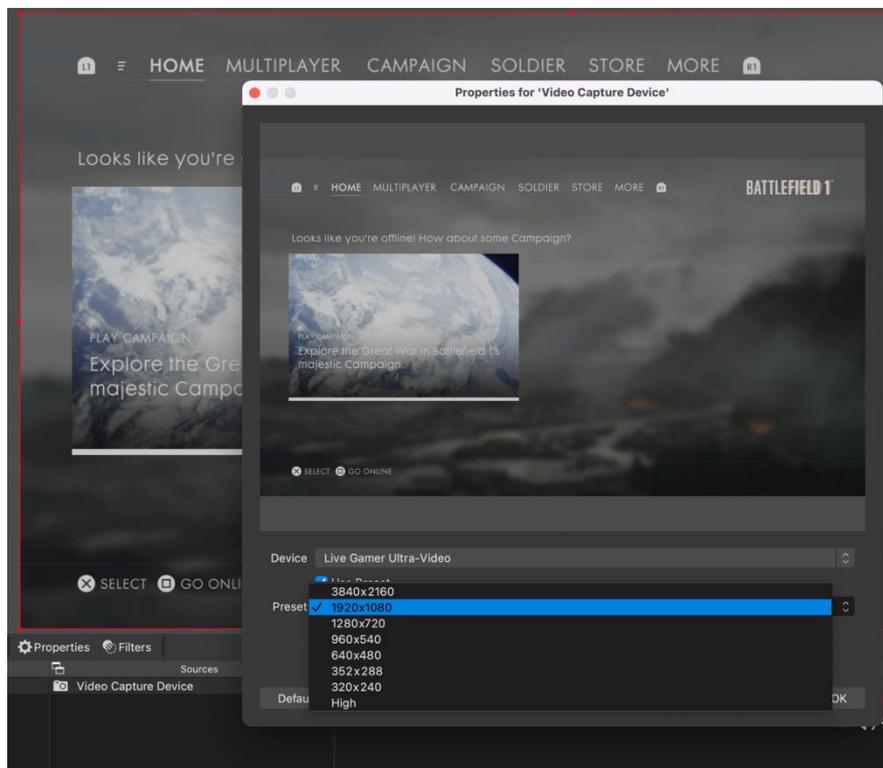
Notes: We have also released the news on our official website

Which AVerMedia capture device supports the MAC M1 system?

Device	Apple Silicon Compatibility		
	1080p60 Video Capture	2K/4K Video Capture	RECentral Express/OBS Studio
GC555 Live Gamer Bolt	X (No Driver for M1 Currently)	X (No Driver for M1 Currently)	X (No Driver for M1 Currently)
GC553 Live Gamer Ultra	V	X (Hardware Compatibility)	V
GC513 Live Gamer Portable 2 Plus	V	X	V
GC311 Live Gamer Mini	V	X	V

<https://www.avermedia.com/us/media/news-detail/The-Updates-about-Apple-mac-OS-Big-Sur>

When using Live Gamer Ultra GC553 software, 1080p60 video can perform correctly, but a higher frame rate or 4Kp30 video may have issues. As a workaround, when using Live Gamer Ultra GC553, you can select 1080p60 with OBS Studio.



As you can see from the above picture, we would strongly recommend you select 1920X1080 at 60 frame rate under Video Capture Device in OBS Studio.