AVerMedia GC553 Quick Installation Guide

Date: 2022 Feb For Amazon
AVerMedia Customer Service Team
TechnicalSupport@avermedia.com

Technical Specifications

• Interface:USB 3.1 (Gen 1) Type C

• Video Input:HDMI 2.0

• Video Output (Pass-Through):HDMI 2.0

• Audio Input:HDMI 2.0

• Audio Output (Pass-Through):HDMI 2.0

• Max Pass-Through Resolutions:2160p60 HDR /1440p144 / 1080p240

• Max Record Resolutions:2160p30 / 1440p60 / 1080p120 / 1080p60 HDR

• Supported Resolutions (Video input):2160p, 1440p, 1080p, 1080i, 720p, 576p, 480p

• Record Format:MPEG 4 (H.264+AAC) or (H.265+AAC)*

• Dimension (W x D x H):112.6 x 66.2 x 26 mm (4.43 x 2.6 x 1.02 in)

• Weight:116 g (4.09 oz.)

Notes:

*H.265 Compression and HDR are supported by RECentral

1. LGU does not support viewing/recording/streaming of HDCP protected signals

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)

Does not support MAC M1 system for 2K/4K Video Capture. (1080p60 does support)

(https://www.avermedia.com/us/support/faq/eqnXOW6V)

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:

- 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.

LED Indications

When you connect your GC553 to your PC, your GC553 will be ready to use when you see the solid blue light. If you see "Flashing green or red right" on GC553, you can't use GC553 properly.

Solid Blue	Ready
Slow Flashing Red	Recording
Slow Flashing Blue	Streaming
Fast Flashing Red	Disk Almost Full
Solid Red	Disk Full Error: Streaming / Recording Stopped
Flashing Green	Error: Connected to USB 2.0
Flashing Red	Error: Device Anomaly

That said, your PC must meet our system requirement. Otherwise, you can't use GC553 properly.

Typical issue trouble shooting

Question 1:

How can I make sure my GC553 work properly?

Answer:

Ensure to connect the USB3 port by using our type C to USB3 cable to receive sufficient USB bandwidth, checking if your PC meets the system requirement and OS (Following our FAQ how can you set up GC553)(https://www.avermedia.com/us/support/faq/resolving-performance-issues-usb30)

Question 2:

I only see the black screen in the preview, how can I fix it?

Answer:

Black screen result from the input source which has HDCP(e.g., android device, disable HDCP on console game…etc). To ensure your situation get resolved, please contact us: technicalsupport@avermedia.com

Question 3:

How can I fix if my device randomly disconnected?

Answer:

Please check if your PC has a standalone graphics card, and update the latest driver of standalone graphics card, and make sure the firmware of GC553 is up to date. To ensure to clarify your situation, please contact us: technicalsupport@avermedia.com

Question 4:

When I try to record a video, there is no playback output audio, 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

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

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_v4.7.24.1_x64.exe

Once you install the RECentral, you can use our GC553 as bellow
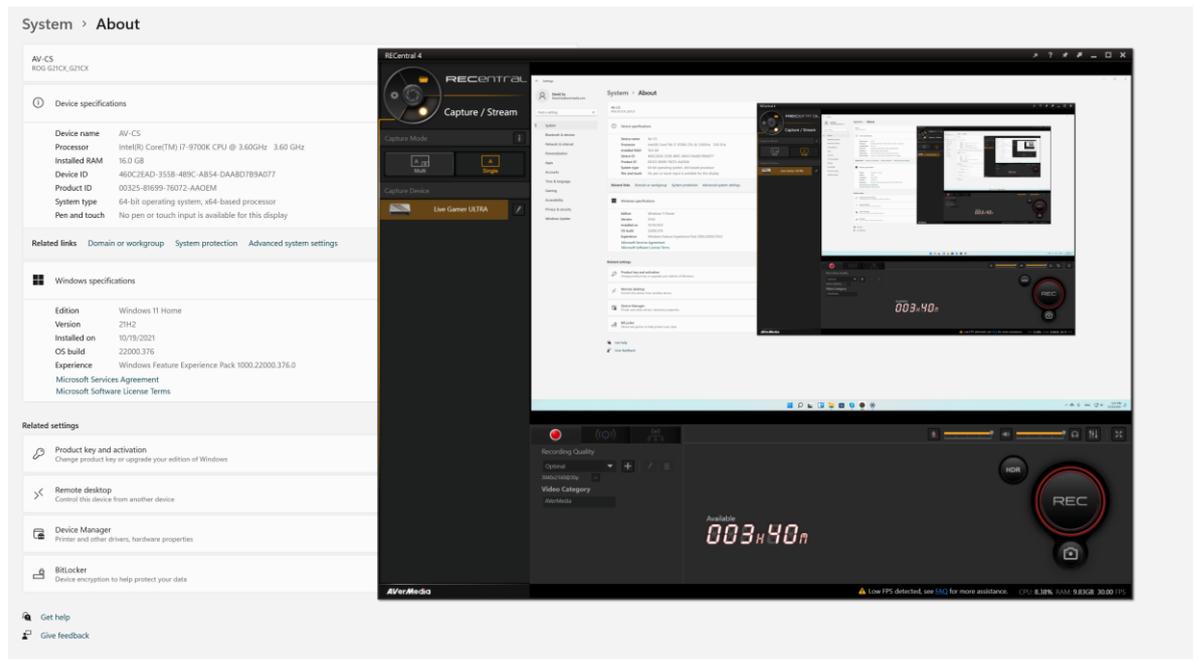
MacOS: Live Gamer Ultra GC553 with RECentral Express

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 FEB, 2022. 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

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 .50.zip

Once you install the RECentral Express, you can use our GC553 as bellow (Updated on Feb, 2022)
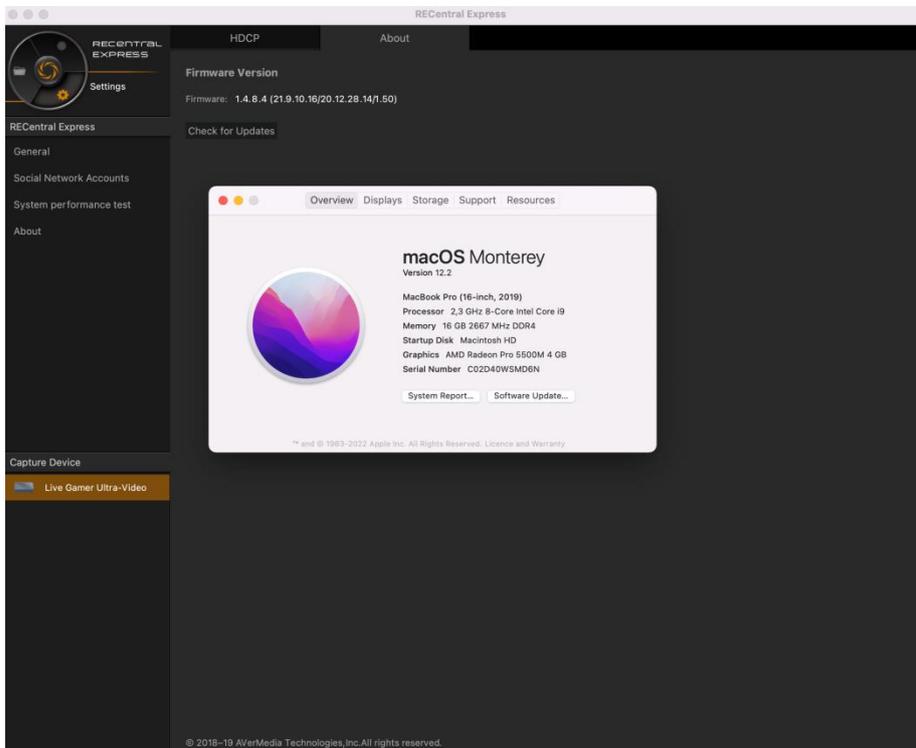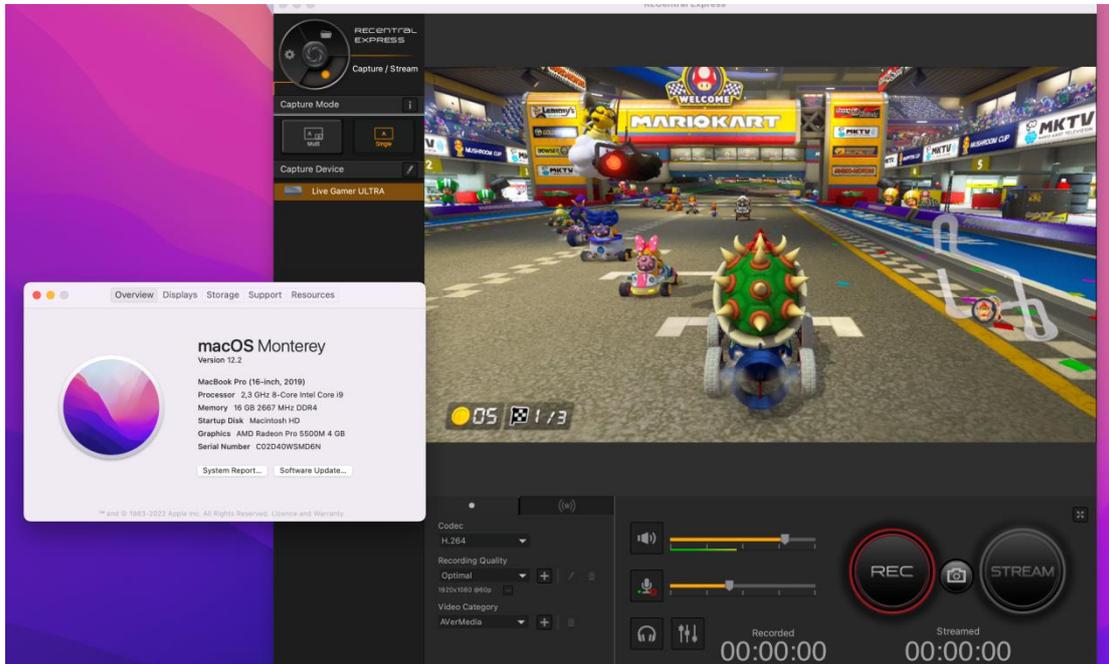
Apple Silicon Compatibility (M1 Chip)

Live Gamer Ultra GC553 is also compatible with M1 Macs under macOS 12.2, 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.

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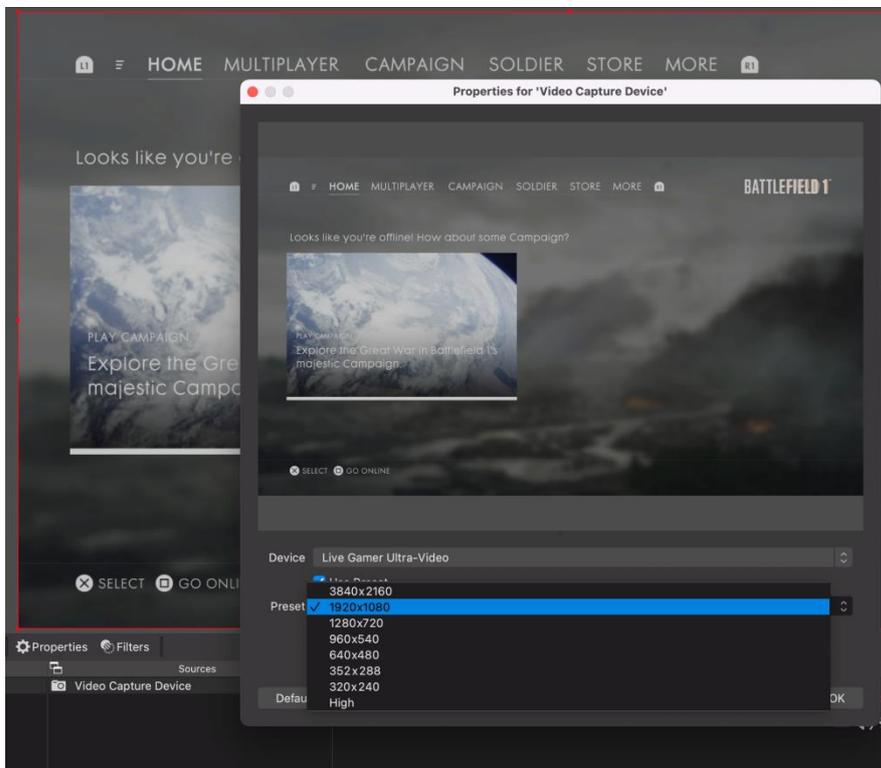
As you can see from the above picture, we would strongly recommend you select 1920X1080 at 60 frame rate under Video Capture Device in OBS Studio.