



# AVerMedia Live Streamer CAP 4K(BU113) Quick Installation & Troubleshooting Guide

Date: 2023 March For Amazon

AVerMedia Customer Success & Satisfaction Team

[Support | Technical | AVerMedia](#)

## System Requirements (For dedicated streaming PC)

<https://www.avermedia.com/us/product-detail/BU113>

Operating system:

Compatible OS: Windows® 11/10

Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

For desktop computers:

- CPU: Intel® Core™ i5-6XXX or higher
- Graphic board: NVIDIA® GeForce® GTX 1060 or higher
- Main memory: 8GB RAM (\*dual channel required) or more recommended

For laptops:

- CPU: Intel® Core™ i7-7700HQ or higher
- Graphic board: NVIDIA® GeForce® GTX 1050 Ti or higher
- Main memory: 8GB RAM (\*dual channel required) or more recommended

- Supported OS: macOS 10.14 or higher

• Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

For desktop computers (iMac):

- CPU: 3.6GHz quad-core Intel® Core™ i7 or higher
- GPU: AMD Radeon™ Pro 555 (2GB VRAM) or higher
- RAM: 16GB 2400 MHz DDR4 or more recommended

For laptops (MacBook Pro):

- CPU: 2.8 GHz quad-core Intel® Core™ i7 or higher

- GPU: AMD Radeon™ Pro 555 (2GB GDDR5 memory) or higher
- RAM: 16GB 2133 MHz LPDDR3 or more recommended

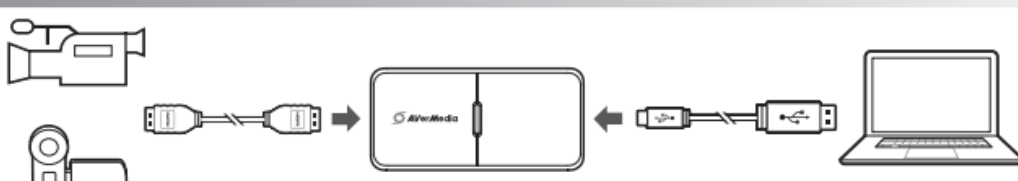
\*We have verified the following Mac models:

- iMac (Retina 4K, 21.5 inches, 2017)
- MacBook Pro (15 inch, 2017)

## LED Indications

When you connect your BU113 to your PC, your BU113 will be ready to use when you see the solid blue light. If you see “Solid red” or “Flashing red” on BU113, you can’t use BU113 properly.


### Connection & LED Indications



| LED Indicator | Status                        |
|---------------|-------------------------------|
| Solid Blue    | Powered On                    |
| Solid Red     | No Input                      |
| Flashing Blue | Booting / Updating Firmware   |
| Flashing Red  | Error: USB 2.0 Port Connected |

#### More Info

This device does not require a driver installation. For more information, visit our webpage <http://q.avermedia.com/BU113> or scan this QR code.



Note: Live Streamer CAP 4K does not support USB 2.0.

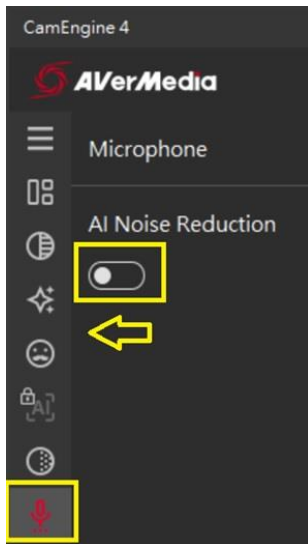
## Typical issue trouble shooting

### Question 1:

Audio was garbled on all recordings even after installing Manufacturer latest drivers; tried on multiple computers, same result

Answer:

1. Please ensure the firmware of your capture device is up to date(V1.0.5.5)
2. If you are using our CamEngine, please switch “off” on AI Noise Reduction in case the feature is also applied to the game audio capturing on your capture device.



3. The issue might also happen when you plug the device into the USB ports with 10Gbps on some of the specific motherboards. Please switch different using USB 3 ports with 5Gbps and the issue could be resolved.

You can also refer to see the video on YouTube which cover the above steps:

<https://youtu.be/uxxMXtiKwMI>



## Question 2:

Does not connect. i followed all instructions correctly.

Answer:

1. Please ensure connect BU113 on the USB3 port by using the type c to a cable comes along in the package. You can also try connecting BU113 on the different



USB 3 port.

2. When you connect your BU113 to your PC, your BU113 will be ready to use when you see the solid blue light. If you see “Solid red” or “Flashing red” on BU113, you can’t use BU113 properly.
3. Make sure the game console or your input sources outputs video from HDMI output.

To ensure your situation get resolved, please contact us: [Support | Technical | AVerMedia](#)

### Question 3:

lags computer

Answer:

1. Please ensure connect BU113 on the USB3 port by using the cable in the package.
2. Please ensure the PC you are using meet the below requirement:

Operating system:

Compatible OS: Windows® 11/10

Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

For desktop computers:

- CPU: Intel® Core™ i5-6XXX or higher
- Graphic board: NVIDIA® GeForce® GTX 1060 or higher
- Main memory: 8GB RAM (\*dual channel required) or more recommended

For laptops:

- CPU: Intel® Core™ i7-7700HQ or higher
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- Supported OS: macOS 10.14 or higher

• Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

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- CPU: 2.8 GHz quad-core Intel® Core™ i7 or higher
- GPU: AMD Radeon™ Pro 555 (2GB GDDR5 memory) or higher
- RAM: 16GB 2133 MHz LPDDR3 or more recommended

\*We have verified the following Mac models:

- iMac (Retina 4K, 21.5 inches, 2017)
- MacBook Pro (15 inch, 2017)

To ensure to answer customer question, please contact us: [Support | Technical | AVerMedia](#)

### **Question 5:**

does not capture 4k properly

Answer:

Please ensure the PC you are using meet the below requirement:

Operating system:

Compatible OS: Windows® 11/10

Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

For desktop computers:

- CPU: Intel® Core™ i5-6XXX or higher
- Graphic board: NVIDIA® GeForce® GTX 1060 or higher
- Main memory: 8GB RAM (\*dual channel required) or more recommended

For laptops:

- CPU: Intel® Core™ i7-7700HQ or higher
- Graphic board: NVIDIA® GeForce® GTX 1050 Ti or higher
- Main memory: 8GB RAM (\*dual channel required) or more recommended

- Supported OS: macOS 10.14 or higher

• Connection interface: USB 3.1 Gen 1 / USB 3.0 port (UVC/UAC compatible, easy plug-and-play connection)

For desktop computers (iMac):

- CPU: 3.6GHz quad-core Intel® Core™ i7 or higher
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For laptops (MacBook Pro):

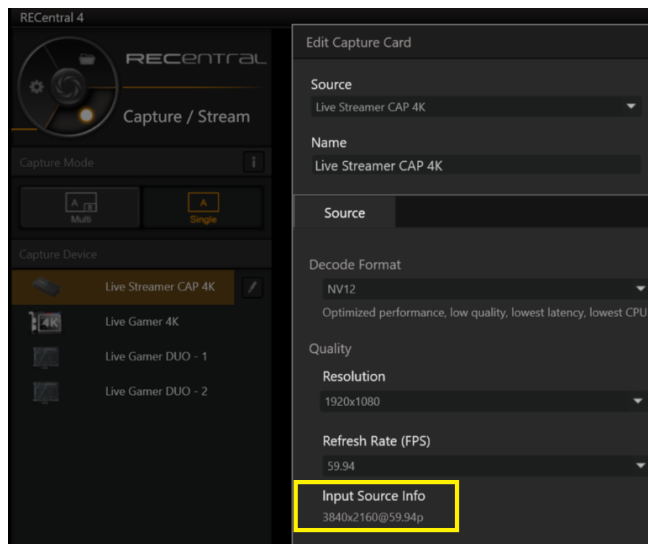
- CPU: 2.8 GHz quad-core Intel® Core™ i7 or higher
- GPU: AMD Radeon™ Pro 555 (2GB GDDR5 memory) or higher
- RAM: 16GB 2133 MHz LPDDR3 or more recommended

\*We have verified the following Mac models:

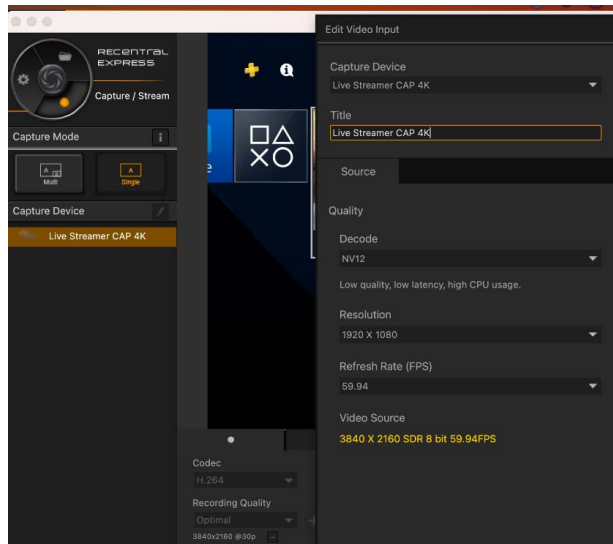
- iMac (Retina 4K, 21.5 inches, 2017)
- MacBook Pro (15 inch, 2017)

## Notes 1:

When you are using Windows 10 or 11, we recommend you connect BU113 to the PC by using the type C to A cable which comes along the package of BU113. It's also good idea to check if BU113 receive 4K video or not.



Notes 2: If you are using Mac, M1/M2 chip mac supports 1080p60/30 in maximum by using video capture device, including BU113. Therefore, we strongly recommend you choose 1920x1080 Resolution in the software you are using.



Should you run into any issues with using AVerMedia products, please contact our technical support team via: [Support](#) | [Technical](#) | [AVerMedia](#).

## Question 6:

- I have an M1 • Air and a • X-T4 camera, both of which should be compatible, but this simply disconnects way too often for me to rely on it

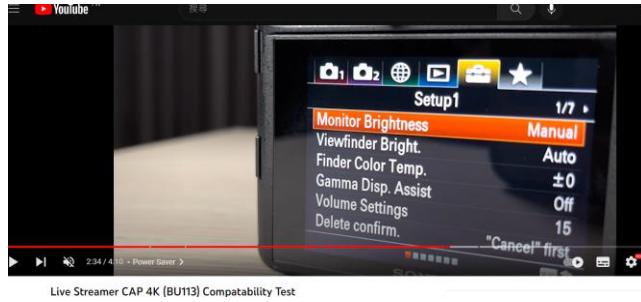
Answer:

1. Please ensure to use high rated quality mini-HDMI to HDMI cable from the camera to BU113
2. When you are connecting to a Mac system, please use AVerMedia Type C to A cable to connect with a USB adapter made by Apple:



3. You can refer to see the below video how can you use BU113 with camera/camcorder.

[https://youtu.be/P\\_MvHfb0nw0?t=154](https://youtu.be/P_MvHfb0nw0?t=154)



To ensure to answer customer question, please contact us: [Support | Technical | AVerMedia](#)

## Question 6:

Item threw HDCP errors where other capture devices did not.

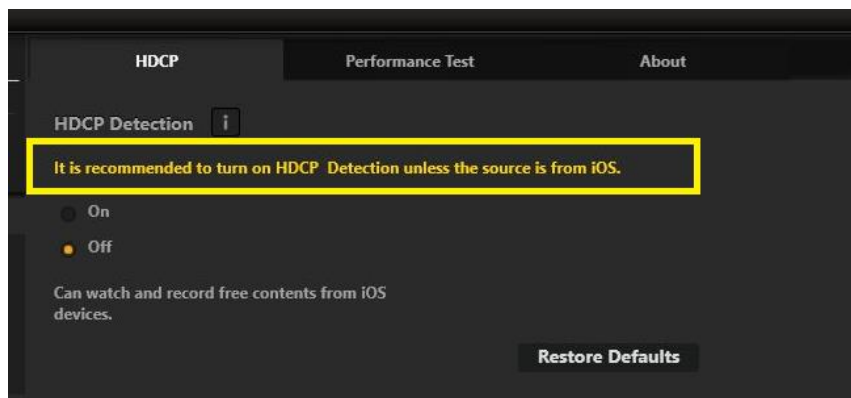
Answer:

High-bandwidth Digital Content Protection (HDCP) is a digital copy protection system that is commonly associated with DisplayPort, DVI or HDMI connections.

BU113 cannot receive any HDMI signal that has HDCP protection. It can receive HDMI signals that are not protected.

If you are capturing game consoles such as PS5 or Xbox, you can disable HDCP on the menu of the game console.

If you are capturing iOS device, please install RECentral and choose HDCP off in RECentral.



If you connect a HDMI signal that has HDCP protection, then BU113 will not display

video.

## Question 7:

4K doesn't work with Mac

Answer:

1 Please ensure your Macbook meets the below system requirement:

### 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:

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

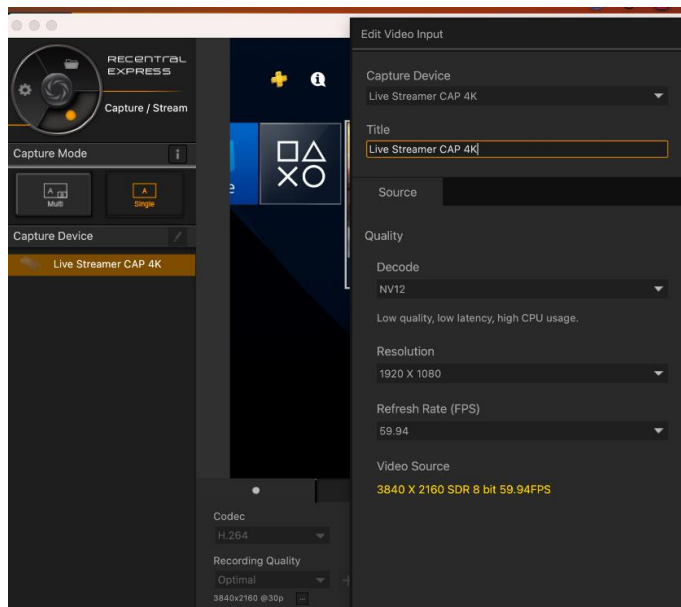
2. When you are connecting to a Mac system, please use AVerMedia Type C to A cable to connect with a USB adapter made by Apple:



Here is an example of the configuration:



Notes: M1/M2 chip mac supports 1080p60/30 in maximum by using video capture device, including BU113. Therefore, we strongly recommend you choose 1920x1080 Resolution in the software you are using.



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