

USB2HDCAPS FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Can I capture the output of my USB2HDCAPS on multiple computers?](#)
2. [How do I use ShareView to stream to YouTube Live Events?](#)
3. [General Troubleshooting](#)

Can I capture the output of my USB2HDCAPS to multiple PCs?

FAQ

A single USB2HDCAPS can stream over the network to multiple systems simultaneously. This allows multiple systems running ShareView to view or record the input to the USB2HDCAPS.

Multiple USB2HDCAPS can also exist on the network and can be selected in the ShareView **Settings** menu.

Only the first system that is connected to the USB2HDCAPS can change the settings; other systems that are connected to the unit can only view and record the video data.

Note: While third-party software may work with the USB2HDCAPS, StarTech.com only supports the use of ShareView software for network streaming.

How do I use ShareView to stream to YouTube Live Events?

FAQ

1. Open a web browser and navigate to https://www.youtube.com/live_dashboard.
2. Under **Encoder setup**, copy the **Server URL** from the bottom of the page and save it on your clipboard (you need the link to complete step 7).
3. Click **Reveal** and copy the **Stream name/key** from the same area and save it on your clipboard (you need the link to complete step 8).
4. Open **ShareView**.
5. Click **Settings > Live Stream Settings**.
6. In the **Website** drop-down menu, click **Custom RTMP**.
7. In the **URL** field, paste the link that you copied in step 3.
8. In the **StreamKey** field, paste the link that you copied in step 4.
9. On the **ShareView** page, click the blue **live** button.

When you troubleshoot issues with a video capture device, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video capture device

To test your setup components, try the following:

- Use the video cables, source, and capture device in another setup to see if the problem is with the components or the setup.
- Use a different video cable, source, and capture device in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the video cables and source with the video capture device, make sure that the following is true:

- Other video destinations work with the same video source. For more information, visit http://www.startech.com/faq/video_capture_cards_source_compatibility.
- Adapters and extenders are kept to a minimum.
- The video source is not copyright protected (for example, HDCP).
- The video standard (for example, NTSC, PAL, HDMI, and so on) of the video source matches the Technical Specifications of the video capture device.

To check if the video capture device is detected in Windows®, complete the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager. Check to see if your device is listed under **Sound, video and game controllers**.
2. Do one of the following:
 - If you do not see the video capture device in **Device Manager**, for more information, visit <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows> or <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
 - If the device is listed with an error, follow the instructions on the Support tab on the StarTech.com product page to reinstall the drivers.

When you test the video capture device on your computer, make sure that the driver and capture software is installed on your system for your adapter. Some cards may be able to support third party software, however, support is limited. For more information, visit <https://www.startech.com/faq/video-capture-cards-third-party-software>.