

## RGBlink mini-pro FAQ

### 1. If there is a power supply problem with the mini-pro.

A: The power adapter should be PD compliance and supports 20Watt, please try to change the power adapter such as below.



### 2. Input signal notes.

A: Please connect signal before mini-pro is powered on, and if there come flashing or tearing on below four signals of preview mode, but signal is normal on the PST and PGM, please try reboot mini-pro or change input signals or change input ports;

### 3. mini-pro upgrade notes.

A: Please disable the other adapters(except mini-pro LAN adapter) on Network and Internet, turn off the DHCP setting of mini-pro, after upgrading successfully, remember to reset and restart the device.

Upgrade guide:

<https://www.dropbox.com/s/7weafu0y808tycl/mini%20Series%20Upgrade%20Guide%2020210918.pdf?dl=0>

Upgrade tools(Please enter the folder download the tool you need):

Windows:

<https://www.dropbox.com/sh/zyzgjjwzpmwtndg/AACroomSbLmfSaZjPuh6-X-ca?dl=0>

Mac OS:

<https://www.dropbox.com/sh/nudnujbtqjakmg0/AAAAbdRqCNTUEuXv9hC5iRwNLa?dl=0>

## 4. mini-pro open API.

A: Please download from the link:

<https://www.dropbox.com/s/plzuhabg8lwea09/RGBlink%20mini-pro%20openAPI V1.1 20211119.pdf?dl=0>

## 5. mini-pro cannot control PTZ.

A: Please make sure that the IP address of mini-pro and PTZ are in the same network range. For example, the IP address of PTZ is 192.168.5.163. Please also set the IP address of mini-pro to 192.168.5.X ( (2~254) except 163 Outside), confirm on mini 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. And about RGBlink PTZ'IP address, you can check on Menu called up by remote or when the PTZ is turned on, please note that the IP address will be displayed in the upper left corner of monitor which you connect PTZ output to.

A: Please check the video form the link:

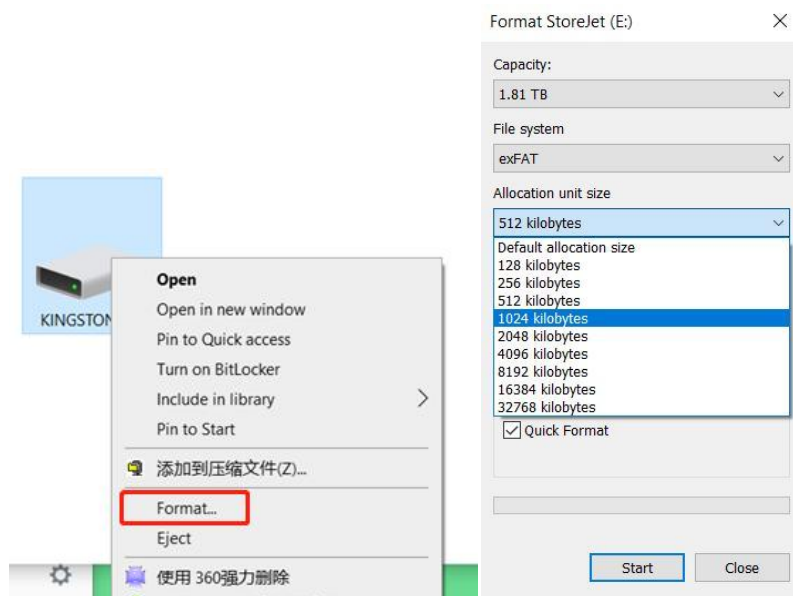
<https://www.dropbox.com/s/r3elsz97eii8cv9/How%20to%20use%20mini-pro%20control%20mutiple%20PTZ.mp4?dl=0>

## 6. How many PTZ can be controlled by mini-pro simultaneously.

A: 4 PTZ cameras.

## 7. mini-pro USB2.0 RECORD cannot recognize U disk.

A: Please format the U disk ( FAT32). How to format U disk, right click U disk icon on laptop, choose Format, Allocation unit size: then please note File system,Allocation unit size: 128 kilobytes;





## **8. mini-pro USB2.0 RECORD file no sound when playing.**

A: Please don't play the record file directly in U disk, copy the record file to the desktop of your laptop and play it and use more video players on your laptop to try. If still no sound, please check mini-pro menu RECORD->Update->Is it V 2.4(latest record program).

## **9. How to use the Scale/Crop function of PIP on mini-pro.**

A: Please check the video form the link:

<https://www.dropbox.com/s/54zmp7fntehtrt/how%20to%20set%20Scale%20Crop%20on%20mini-pro.mp4?dl=0>

## **10. How to use the CUT/T-BAR of mini-pro.**

A: Please check the video form the link:

<https://www.dropbox.com/s/rvizyole8x38uhs/how%20to%20use%20MODE%20function%20of%20mini-pro%28CN%20and%20EN%20subtitles%29.avi?dl=0>

## **11. How to use the Chroma Key function of mini-pro.**

A: Please check the video form the link:

<https://www.dropbox.com/s/dhafmfleofxlfdi/how%20to%20use%20KEY%20function%20on%20mini-pro.mp4?dl=0>

## **12. Adobe Premiere Pro(PR) play the record files without audio .**

A: Pls use other format converter software like Format factory to convert the files into mp4 again, then the PR software can play it with audio.

## **13. 720P 50/ & 768P 60 record files unstable.**

A: mini-pro record function don't support 720P50 and 768P60. We suggest you to use 720P 60 to record the files.

## **14. The selection for mini-pro HDMI output unstable in HDMI 1,2,3,4.**

A: Pls upgrade the latest firmware to latest firmware

“mini-pro\_package\_V1.0.2.46\_20230614” , also we will release it in latest firmware.

<https://www.dropbox.com/scl/fo/vv0equlkaw9t0auvdyzss/h?rlkey=qcfia7mbiqbcxfiqw7ck561b6&st=g4zfkfp0&dl=0>