

# RecDual Dongle

## User Manual

# **ClonerAlliance RecDual Dongle User Manual**

This documentation describes how to use ClonerAlliance RecDual Dongle (Model: CA-1290) device.

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# **Safety Notices**

**Before using ClonerAlliance RecDual Dongle, please ensure that you read and understand the safety precautions below:**

1. Do not attempt to open the case of ClonerAlliance RecDual Dongle or modify it in any way, as this will void the warranty.
2. Keep ClonerAlliance RecDual Dongle away from water and other liquids, as this may cause the unit to malfunction.
3. ClonerAlliance RecDual Dongle may become warm during use. This does not indicate malfunction.
4. Do not place heavy objects on ClonerAlliance RecDual Dongle, as this may cause the unit to overheat and malfunction.
5. If the exterior of ClonerAlliance RecDual Dongle requires cleaning, wipe it with a soft dry cloth.
6. Do not dispose of the unit via conventional domestic waste.



# HDCP

A large red prohibition sign (a circle with a diagonal cross) is overlaid on the right side of the "HDCP" text, indicating that the technology is not supported or is prohibited.

**Warning:**

All ClonerAlliance products do NOT support to display or capture HDCP protected content.

According to the DMCA (Digital Millennium Copyright Act, 17 U.S.C. § 1201), it is illegal to bypass the HDCP protection by using HDMI capture devices.

If you violate the above laws, you may face a lawsuit.

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## PRODUCT SUMMARY

The ClonerAlliance RecDual Dongle is a portable video recording device that captures video from HDMI and Type-C DisplayPort sources.

### 1.1 What the RecDual Dongle Does

The RecDual Dongle records video from external devices to a TF card (MicroSD). It operates independently without requiring a computer or software during recording.



#### Core Functions

- Records video at up to 1080p@60fps to TF card
- Supports two video input types: HDMI and Type-C DP
- Provides 4K@60fps HDMI passthrough for live viewing
- Operates with one-button recording control
- Integrates with RecDual Link app for configuration and playback

### 1.2 Dual Input Sources

The device accepts video from two types of connections:

#### HDMI Input

- Connects gaming consoles, Blu-ray players, set-top boxes, and similar devices
- Requires external power via the PWR port
- Supports input up to 4K@60fps with 1080p recording

### Type-C DisplayPort Input

- Connects smartphones, tablets, and laptops with DP Alt Mode support
- Operates without external power (device provides power)
- Supports pass-through charging up to 65W

Press the INPUT SWITCH button to toggle between input sources.

## 1.3 Standalone Operation

The RecDual Dongle functions as a standalone recording device:

- No computer required during recording
- No software installation needed
- No network connection required
- Simple one-button operation (REC to start/stop)

Insert a TF card, connect a video source, and press REC to begin recording.

## 1.4 RecDual Link App

The companion app provides device management and playback features:

### App Capabilities

- Configure recording settings (resolution, bitrate, loop recording)
- Browse and play recorded videos
- Manage files (delete, export)
- Update device firmware

### Supported Platforms

- Android (Google Play Store)
- iOS (Apple App Store)
- Windows
- macOS

For detailed app information, see [RecDual Link App](#).

## **1.5 Loop Recording**

Loop recording enables continuous operation by automatically managing storage:

- Deletes oldest recordings when storage is full
- Maintains the most recent footage
- Ideal for monitoring and dashcam-style applications

Configure loop recording through the RecDual Link app.

For storage management details, see *Storage and Loop Recording*.

# PACKAGE INTRODUCTION

This chapter introduces the ClonerAlliance RecDual Dongle components, interfaces, and controls.

## 2.1 Package Contents



ClonerAlliance RecDual Dongle



User Manual



HDMI Cable



DP IN Cable  
(USB-C to USB-C)



Charging Cable  
USB-C to USB-A

Your ClonerAlliance RecDual Dongle package includes:

- ClonerAlliance RecDual Dongle main unit
- Type-C to Type-C cable (1 meter)
- HDMI cable (1 meter)
- Quick Start Guide
- Type-C to USB A cable (1 meter)

### Additional Items Required (Not Included)

- TF card (MicroSD, Class 10 or higher, up to 512GB)
- USB-C power adapter (PD protocol, required for HDMI recording)

## 2.2 Device Overview



### Front Panel

The front panel contains two illuminated buttons:

- **INPUT SWITCH Button:** Toggles between HDMI and DP input sources. The built-in LED indicates the current input and signal status.
- **REC Button:** Starts and stops recording. The built-in LED indicates recording and storage status.

## 2.3 Interface Layout



### Rear Panel Interfaces

Interface	Description
<b>HDMI IN</b>	Connect HDMI video sources (gaming consoles, Blu-ray players, set-top boxes, etc.)
<b>HDMI OUT</b>	Connect to TV or monitor for live passthrough viewing. Supports up to 4K@60fps.
<b>Type-C DP IN</b>	Connect Type-C devices with DP Alt Mode (smartphones, laptops, tablets).
<b>PWR</b>	USB-C power input. Required for HDMI recording. Also provides charging pass-through (up to 65W) to devices connected via Type-C DP IN.
<b>AUX</b>	3.5mm audio jack for microphone input or audio output to headphones/speakers.



## Left Side

- **Micro SD Card Slot:** Insert TF card (MicroSD) for recording storage. Supports up to 512GB.

## 2.4 LED Indicator Guide

The RecDual Dongle uses two LED indicators integrated into the INPUT SWITCH and REC buttons to communicate device status.



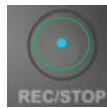
### HDMI Input Selected

- Green (Solid): HDMI input is selected and an HDMI signal is detected.
- Green (Blinking): HDMI input is selected but no HDMI signal is detected.

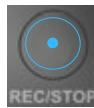


### USB-C DP Input Selected

- Blue (Solid): USB-C DP input is selected and a DP signal is detected.
- Blue (Blinking): USB-C DP input is selected but no DP signal is detected.



- Green (Solid): TF card inserted and ready to record.
- Green (Blinking): Recording in progress.



- Blue (Solid): TF card is full (recording not available).



- Off: No TF (microSD) card inserted.

### INPUT SWITCH Button LED

The INPUT SWITCH LED indicates the current video input source and signal status.

LED State	Meaning
Solid Green	HDMI input selected, signal detected
Blinking Green	HDMI input selected, no signal
Solid Blue	DP input selected, signal detected
Blinking Blue	DP input selected, no signal

### REC Button LED

The REC LED indicates recording and storage status.

LED State	Meaning
Off	No TF card inserted
Solid Green	TF card ready, standby mode
Blinking Green	Recording in progress
Solid Blue	TF card full, recording stopped

## 2.5 Button Operations

### INPUT SWITCH Button

- **Single Press:** Toggle between HDMI and DP input sources.

### REC Button

- **Single Press (when not recording):** Start recording.
- **Single Press (while recording):** Stop recording.

**Important:** Do not press the INPUT SWITCH button while recording, as this will stop the current recording.

## 2.6 TF Card Requirements

For optimal performance, use a TF card that meets the following specifications:

Specification	Requirement
Type	MicroSD (TF card)
Capacity	8GB to 512GB
Speed Class	Class 10 / UHS-I (U1) or higher
File System	exFAT, FAT32 or NTFS (format on PC)

### Important Notes

- Format the TF card on a Windows or Mac computer before first use.
- Do not format the TF card using a smartphone, as this may create incompatible file systems.

- Insert the TF card before connecting to a video source.
- For extended recording sessions, use higher capacity cards (128GB or above recommended).

For more information on storage management, see *Storage and Loop Recording*.

# PRODUCT SPECIFICATIONS

This chapter provides the technical specifications for the ClonerAlliance RecDual Dongle .

## 3.1 General Specifications

Item	Specification
Model	CA-1290
Product Name	ClonerAlliance RecDual Dongle
Dimensions	10.7 x 6.0 x 1.8 cm (4.21 x 2.36 x 0.71 inch)
Weight	69g (2.4 oz)
Operating Temperature	0 to 50°C (32 to 122°F)

## 3.2 Video Input Specifications

Item	Specification
HDMI Input	HDMI 2.0, up to 4K@60fps
Type-C DP Input	USB Type-C with DisplayPort Alt Mode, up to 4K@60fps

## 3.3 Video Output Specifications

Item	Specification
HDMI Passthrough Output	HDMI 2.0, up to 4K@60fps, near-zero latency

## 3.4 Recording Specifications

Item	Specification
Maximum Recording Resolution	1920 x 1080 @ 60fps
Recording Resolution Behavior	Up to 1080p@60fps (auto-scaled from higher input resolutions)
Video Format	MP4 (H.264/AVC encoding)
Video Bitrate	4 Mbps (min) / 16 Mbps (default) / 30 Mbps (max)
Audio Format	AAC, 48 KHz, Stereo
File Naming	VID_YYYYMMDD_HHMMSS.mp4
File Location	Videos folder on TF card

## 3.5 Audio Specifications

Item	Specification
Audio Input	HDMI embedded, DP embedded, 3.5mm AUX
Audio Format	AAC, 48 KHz, Stereo

## 3.6 Storage Specifications

Item	Specification
Storage Interface	Micro SD card slot
Supported Card Types	Micro SD / Micro SDHC / Micro SDXC
Maximum Card Capacity	512 GB
Recommended Speed Class	Class 10 / UHS-I (U1) or higher
Supported File Systems	exFAT, FAT32, NTFS

## 3.7 Power Specifications

Item	Specification
Power Interface	USB Type-C (PWR port), USB PD protocol
Pass-through Charging	Up to 65W for connected Type-C devices
Type-C DP Recording	No external power required
HDMI Recording	External USB-C PD adapter required

## 3.8 Companion Software

- **App Name:** RecDual Link
- **Platforms:** Android, iOS, Windows, macOS
- **Features:** Device configuration, video playback, firmware upgrade, file management

For detailed information, see [RecDual Link App](#).

# QUICK START GUIDE

This chapter provides step-by-step instructions for three common recording scenarios. Follow the guide that matches your setup.



## 4.1 Before You Start

### Required Items

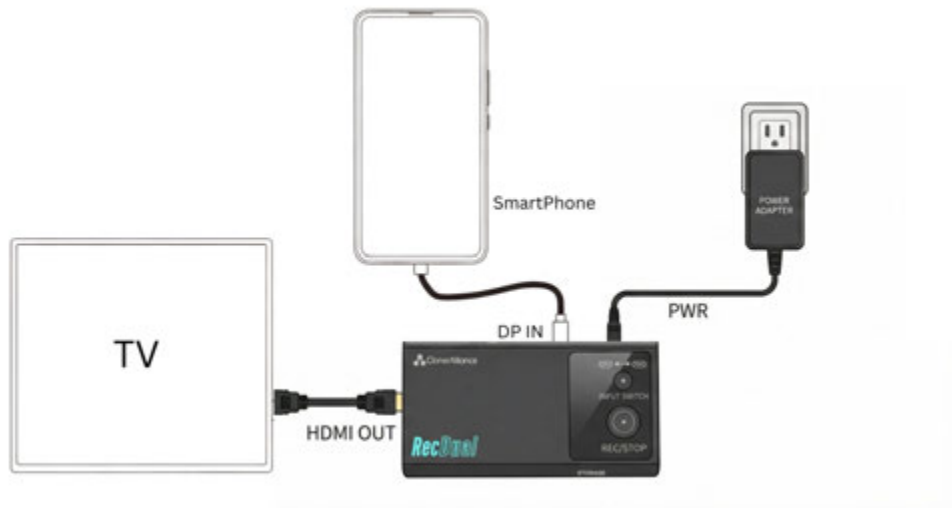
- ClonerAlliance RecDual Dongle
- TF card (MicroSD, Class 10 or higher recommended)
- Appropriate cables for your setup

### Important Notes

- Insert the TF card into the device before connecting to a video source
- Format the TF card on a PC before first use (exFAT, FAT32 or NTFS format)
- Do not format the TF card using a mobile phone

## 4.2 Scenario 1: Recording from a Smartphone

This setup allows you to record your smartphone screen without external power. The RecDual Dongle can be powered by your phone while recording.



### What You Need

- Type-C smartphone with DP Alt Mode support (iPhone 15+, Samsung Galaxy S series, Google Pixel, etc.)
- Type-C to Type-C cable (included)

### Connection Steps

1. Insert a formatted TF card into the RecDual Dongle.
2. Connect your smartphone to the **Type-C DP IN** port using the Type-C cable.
3. Wait for the INPUT SWITCH LED to turn solid blue, indicating DP signal detection.
4. Press the **INPUT SWITCH** button if needed to select DP input (blue LED).
5. Press the **REC** button to start recording. The REC LED will blink green.
6. Press the **REC** button again to stop recording. The REC LED returns to solid green.

### Audio Output Options

When recording via DP input, the smartphone speaker is disabled. To hear audio:

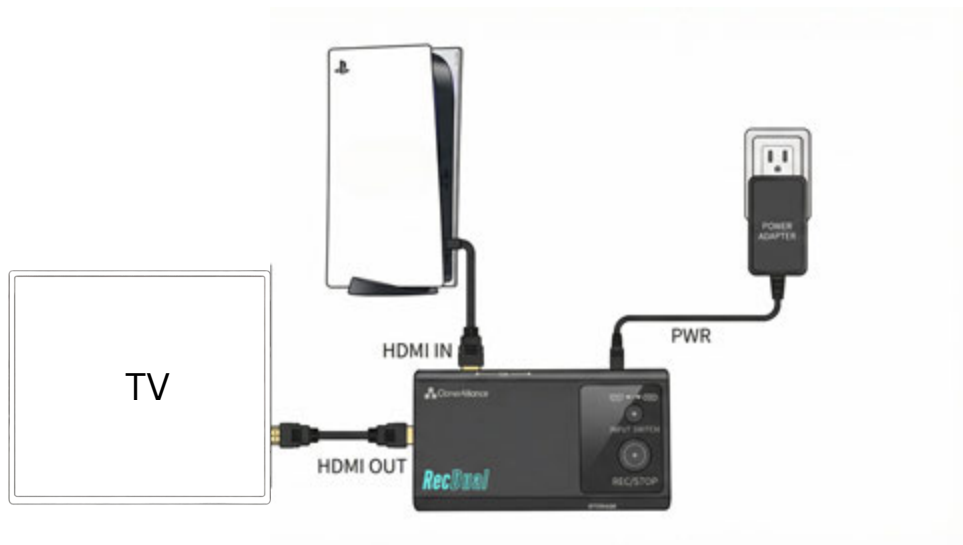
- Connect earphones to the **AUX** port on the RecDual Dongle
- Connect a TV or monitor to the **HDMI OUT** port

### Optional: Charging While Recording

To charge your phone during recording, connect a USB-C power adapter (PD protocol, up to 65W supported) to the **PWR** port.

### 4.3 Scenario 2: Recording from a Gaming Console

This setup is ideal for recording gameplay from PlayStation, Xbox, Nintendo Switch, or other HDMI devices.



#### What You Need

- Gaming console or HDMI video source
- HDMI cable (included)
- USB-C power adapter (required)
- TV or monitor (optional, for live viewing)

#### Connection Steps

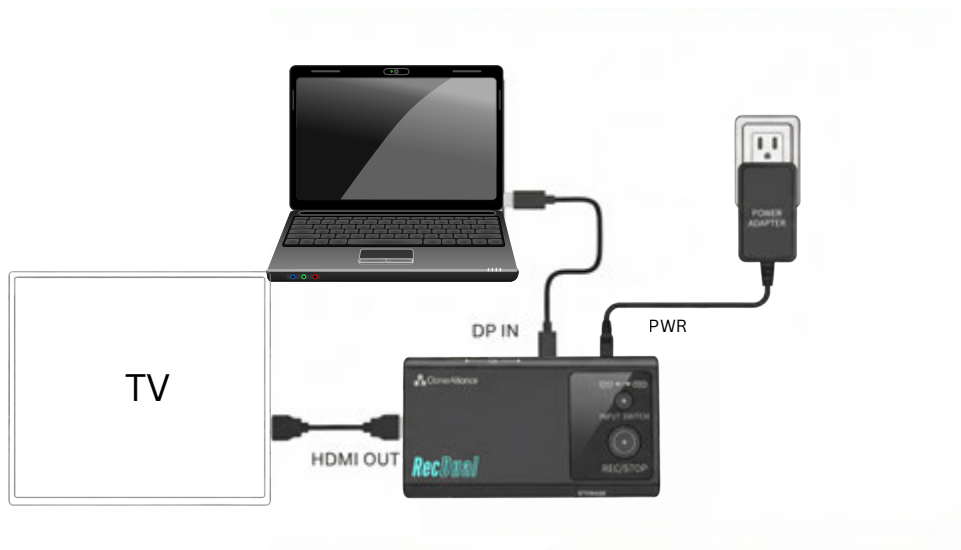
1. Insert a formatted TF card into the RecDual Dongle.
2. Connect a USB-C power adapter to the **PWR** port. This is required for HDMI recording.
3. Connect your gaming console to the **HDMI IN** port using an HDMI cable.
4. Optionally, connect a TV or monitor to the **HDMI OUT** port for live viewing.
5. Wait for the INPUT SWITCH LED to turn solid green, indicating HDMI signal detection.
6. Press the **INPUT SWITCH** button if needed to select HDMI input (green LED).
7. Press the **REC** button to start recording. The REC LED will blink green.
8. Press the **REC** button again to stop recording.

## Video Passthrough

The RecDual Dongle supports **4K@60fps** passthrough via the HDMI OUT port. You can play games on your TV with low latency while recording at **1080p@60fps**.

## 4.4 Scenario 3: Recording from a Laptop

This setup allows you to record your laptop screen via Type-C DP output.



### What You Need

- Laptop with Type-C port supporting DP Alt Mode (most modern laptops)
- Type-C to Type-C cable (included)

### Connection Steps

1. Insert a formatted TF card into the RecDual Dongle.
2. Connect your laptop to the **Type-C DP IN** port using the Type-C cable.
3. Wait for the INPUT SWITCH LED to turn solid blue.
4. Press the **REC** button to start recording.
5. Press the **REC** button again to stop recording.

**Note:** Power connection to the PWR port is not required for laptop recording, the RecDual Dongle can be powered by the laptop through the Type-C connection.

## 4.5 After Recording

### Accessing Your Recordings

When you stop recording, the device enters storage mode. You can access recordings in two ways:

- **Using RecDual Link App:** Connect the device to your phone or computer and use the RecDual Link app to browse, play, and manage recordings. See [RecDual Link App](#) for details.
- **Using File Manager:** The TF card appears as a removable storage device. Navigate to the Videos folder to find your recordings in MP4 format.

### Managing Storage

To free up space on the TF card, delete recordings through the RecDual Link app or your computer's file manager.

For automatic space management, enable Loop Recording through the RecDual Link app. See [Storage and Loop Recording](#) for details.

## 4.6 LED Status Reference

LED	State	Meaning
INPUT SWITCH	Solid Green	HDMI input selected, signal OK
INPUT SWITCH	Blinking Green	HDMI input selected, no signal
INPUT SWITCH	Solid Blue	DP input selected, signal OK
INPUT SWITCH	Blinking Blue	DP input selected, no signal
REC	Off	No TF card inserted
REC	Solid Green	Ready to record
REC	Blinking Green	Recording in progress
REC	Solid Blue	TF card full

# TYPE-C DP RECORDING GUIDE

This chapter provides detailed guidance for recording from devices with USB Type-C ports that support DisplayPort Alt Mode (DP Alt Mode).

## 5.1 Understanding Type-C DP Recording

The Type-C DP IN port on the RecDual Dongle accepts video signals from USB Type-C ports that support DisplayPort Alt Mode. This feature is available on many modern smartphones, tablets, and laptops.



### Key Benefits

- No external power required for recording
- Simultaneous charging for the connected device (up to 65W)
- Portable recording without additional cables or adapters

## 5.2 Supported Devices

The following devices are compatible with Type-C DP recording. Your device must support DisplayPort Alt Mode (DP Alt Mode) through its USB-C port.

### Apple Devices

Device Type	Compatible Models
iPhone	iPhone 15, iPhone 15 Plus, iPhone 15 Pro, iPhone 15 Pro Max and newer
iPad	iPad Pro (USB-C models), iPad Air (USB-C models), iPad mini (USB-C models)
MacBook	All MacBook Air and MacBook Pro models with USB-C/Thunderbolt ports
Mac mini / Mac Studio	All models with USB-C/Thunderbolt ports

### Android Devices

Device Type	Compatible Models
Samsung Galaxy	Galaxy S20 series and newer, Galaxy Note 20 series and newer, Galaxy Z Fold/Flip series
Google Pixel	Pixel 6 series and newer
Other Android	Devices with USB-C ports supporting DP Alt Mode (check manufacturer specifications)

### Windows Devices

Device Type	Compatible Models
Windows Laptops	Laptops with USB-C or Thunderbolt ports supporting DP Alt Mode
Windows Tablets	Surface Pro, Surface Go (USB-C models)
Desktop PCs	Systems with USB-C ports supporting DP output

**Note:** Not all USB-C ports support DisplayPort Alt Mode. Check your device specifications to confirm compatibility.

## 5.3 Connection Setup

### Basic Connection Steps

1. Insert a formatted TF card into the RecDual Dongle.
2. Connect your device to the **Type-C DP IN** port using the included Type-C cable.
3. Wait for the INPUT SWITCH LED to turn blue, indicating DP signal detection.

4. If the INPUT SWITCH LED shows green (HDMI mode), press the INPUT SWITCH button to switch to DP mode.
5. Press the **REC** button to start recording.

## 5.4 Audio Considerations

When recording via Type-C DP, audio behavior differs from HDMI recording.

### Audio Routing

- The connected device's built-in speaker is automatically disabled
- Audio is captured from the DP signal and recorded to the video file
- To monitor audio during recording, use one of these options:
  - Connect headphones to the **AUX** port
  - Connect a TV or monitor to the **HDMI OUT** port

### Phone Call Recording

Phone calls cannot be recorded through the DP connection. The audio routing during calls may interfere with recording.

## 5.5 Troubleshooting Type-C DP Recording

### No Signal Detected (INPUT SWITCH LED blinking blue)

- Verify your device supports DP Alt Mode
- Try a different USB-C cable (use the included cable)
- Restart your device
- Check if your device requires a display output setting to be enabled

### Screen Appears Black or Distorted

- Adjust the resolution settings on your device
- Try setting a lower resolution (1080p instead of 4K)
- Check for software updates on your device

### Device Not Charging

- Ensure the power adapter is connected to the **PWR** port (not Type-C DP IN)

- Verify the power adapter supports USB PD protocol
- Try a different USB-C power adapter

### Recording Quality Issues

- Use a high-quality USB-C cable that supports video transmission
- Ensure the TF card has sufficient speed (Class 10 or higher)
- Reduce the source device' s resolution if experiencing dropped frames

For more information about recording settings, see *Recording Modes*.

For troubleshooting other issues, see *Troubleshooting*.

# RECORDING MODES

This chapter explains the recording capabilities and modes available on the ClonerAlliance RecDual Dongle .

## 6.1 Recording Behavior

### Signal Loss Handling

The RecDual Dongle can be configured to handle video signal loss in two ways through the RecDual Link app:

#### *Option 1: Stop Recording on Signal Loss (Default)*

- Recording stops immediately when signal is lost
- Current file is saved
- Recording does not automatically resume when signal returns
- Use this option for intentional recording sessions

#### *Option 2: Continue Recording on Signal Loss*

- Recording continues even when signal is temporarily lost
- Black frames are recorded during signal loss
- Recording automatically resumes when signal returns
- Use this option for continuous monitoring applications

### Recording Duration

Maximum continuous recording duration depends on several factors:

#### *TF Card Capacity*

Estimated recording time at default bitrate (16 Mbps):

TF Card Capacity	Approximate Recording Duration
32 GB	4 hours
64 GB	8 hours
128 GB	16 hours
256 GB	32 hours
512 GB	64 hours

#### *Bitrate Setting*

Higher bitrate settings result in shorter recording duration but better quality.

### *TF Card Speed*

Use Class 10 or faster TF cards to ensure stable recording at high bitrates.

## 6.2 Recording Best Practices

### Continuous Recording Applications

The RecDual Dongle supports long-duration continuous recording for applications such as:

- Security monitoring
- Event documentation
- Meeting recording
- Gameplay capture over extended sessions

### *Requirements for Continuous Recording*

- Adequate TF card capacity
- Stable power supply (for HDMI mode)
- Proper ventilation for heat management
- Consider enabling loop recording to avoid running out of storage

For automatic storage management during continuous recording, see *Storage and Loop Recording*.

### Recording Precautions

#### *Before Recording*

- Format the TF card on a computer (not a phone)
- Verify adequate free space on the TF card
- Check video signal detection (solid INPUT SWITCH LED)
- Verify TF card readiness (solid green REC LED)

#### *During Recording*

- Do not remove the TF card
- Do not disconnect the video source
- Do not switch input sources

- Monitor the REC LED for recording status

### *After Recording*

- Wait for the REC LED to stop blinking
- Allow a few seconds before accessing files
- Safely eject the device or TF card before removal

### *Quality Optimization*

- Use the highest practical bitrate setting for important recordings
- Ensure stable video signal from source device
- Use a high-speed TF card (UHS-I or better)
- Avoid recording in extremely hot environments

# AUDIO RECORDING AND EXTRACTION

This chapter explains the audio capabilities of the ClonerAlliance RecDual Dongle, including audio input sources, recording behavior, and audio output options.

## 7.1 Audio Input Sources

The RecDual Dongle captures audio from multiple sources depending on the recording mode.



### Embedded Audio (HDMI/DP)

When recording video, audio is automatically captured from the video signal:

- **HDMI Input:** Audio embedded in the HDMI signal is captured automatically
- **Type-C DP Input:** Audio embedded in the DisplayPort signal is captured automatically

No additional configuration is required for embedded audio recording.

### External Audio (AUX Port)

The 3.5mm AUX port accepts external audio input:

- Microphone input for voice commentary
- Line-level audio from external devices
- Compatible with standard 3.5mm TRRS connectors

## 7.2 AUX Port Functions

The AUX port serves dual purposes: audio input and audio output.

### Audio Input Mode

Connect an external microphone to record voice commentary alongside the video:

- Supports standard electret microphones
- 3.5mm TRRS connection
- Audio is mixed with the video source audio in the recording

### Audio Output Mode

Connect headphones or speakers to monitor audio during recording:

- Essential for Type-C DP recording (phone speaker disabled)
- Provides real-time audio monitoring
- Does not affect the recorded audio

### Automatic Mode Selection

The device automatically detects whether an input (microphone) or output (headphones) device is connected based on the connector type.

## 7.3 Audio Behavior by Recording Mode

Audio routing differs between HDMI and Type-C DP recording modes.

### HDMI Recording Mode

Audio Source	Behavior
HDMI embedded audio	Captured and recorded automatically
AUX microphone	Mixed with HDMI audio if connected
HDMI OUT	Passes through original audio to TV/monitor
Source device speakers	Continue to work normally

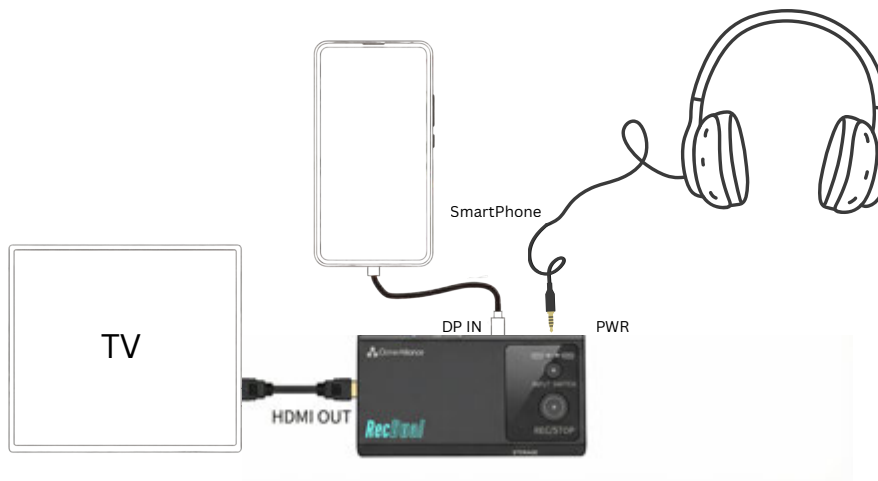
### Type-C DP Recording Mode

Audio Source	Behavior
DP embedded audio	Captured and recorded automatically
AUX microphone	Mixed with DP audio if connected
HDMI OUT	Passes through audio to TV/monitor
Source device speakers	Disabled (audio routed through DP)

**Important:** When recording via Type-C DP, your phone or laptop's built-in speakers will not produce sound. This is normal behavior because audio is routed through the DP connection.

## 7.4 Listening to Audio During DP Recording

Since the source device's speakers are disabled during Type-C DP recording, use one of these methods to monitor audio:



### Option 1: Connect Headphones to AUX

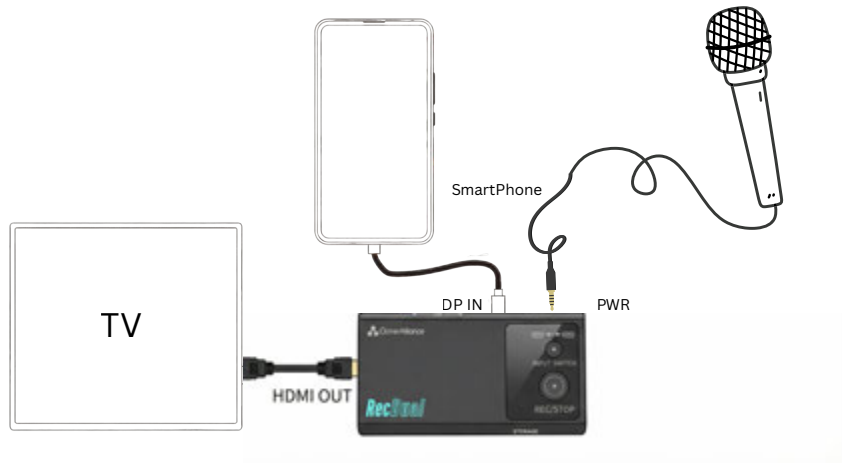
1. Plug headphones into the AUX port on the RecDual Dongle.
2. Audio from the recording will play through the headphones.
3. This provides private audio monitoring without external speakers.

### Option 2: Connect TV to HDMI OUT

1. Connect a TV or monitor with speakers to the HDMI OUT port.
2. Audio passes through to the TV's speakers.
3. This provides audio for room listening and video preview.

## 7.5 Recording with External Microphone

Add voice commentary to your recordings using an external microphone.



### Setup

1. Connect your video source (HDMI or Type-C DP).
2. Plug a compatible microphone into the AUX port.
3. Start recording as normal.
4. Speak into the microphone to add commentary.

### Microphone Recommendations

- Use microphones with 3.5mm TRRS connectors
- Lavalier (clip-on) microphones work well for voice recording
- Avoid microphones requiring phantom power (not supported)

### Audio Mixing

When using an external microphone:

- Video source audio and microphone audio are mixed together
- Both audio sources are recorded to the same audio track
- Volume levels cannot be adjusted independently during recording

## 7.6 Audio Recording Specifications

Specification	Value
Audio Codec	AAC
Sample Rate	48 KHz
Bitrate	192 Kbps
Channels	2 (Stereo)
Input Format	PCM, up to 2 channels

### Supported Audio Formats

The RecDual Dongle records standard stereo PCM audio. Multi-channel audio formats (such as Dolby Digital 5.1 or DTS) are not supported. If your source device outputs surround sound, configure it to output stereo or PCM audio for proper recording.

## 7.7 Audio Troubleshooting

### No Audio in Recording

- Verify the source device is outputting audio
- Check that audio is not muted on the source device
- For HDMI sources, ensure HDMI audio output is enabled in device settings
- For DP sources, audio should be captured automatically

### Audio Quality Issues

- Use quality cables for audio connections
- Ensure secure connections at all ports
- Check for interference from nearby electronic devices
- Try different audio output settings on the source device

### Cannot Hear Audio During DP Recording

- This is expected behavior (source device speakers are disabled)
- Connect headphones to the AUX port
- Or connect a TV/monitor to the HDMI OUT port

### External Microphone Not Working

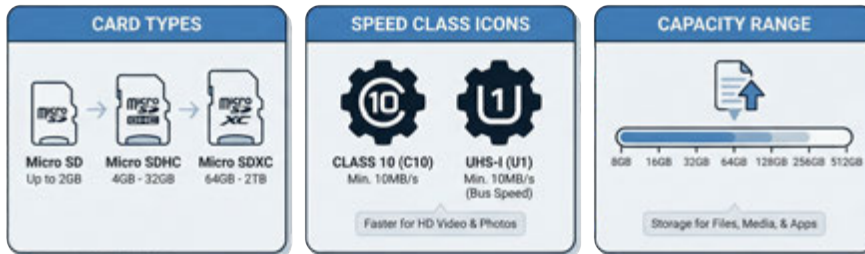
- Ensure the microphone uses a 3.5mm TRRS connector
- Check that the microphone is fully inserted
- Try a different microphone to rule out hardware issues
- Some microphones may require adapters for compatibility

# STORAGE AND LOOP RECORDING

This chapter covers TF card requirements, formatting instructions, loop recording configuration, and storage capacity planning for the ClonerAlliance RecDual Dongle .

## 8.1 TF Card Requirements

The RecDual Dongle uses Micro SD cards (also known as TF cards) for recording storage.



### Supported Card Types

Specification	Requirement
Card Type	Micro SD / Micro SDHC / Micro SDXC
Minimum Capacity	8 GB
Maximum Capacity	512 GB
Minimum Speed Class	Class 10 / UHS-I (U1)
Recommended Speed Class	UHS-I (U3) or higher
File System	exFAT (recommended), FAT32 or NTFS

### Why Speed Class Matters

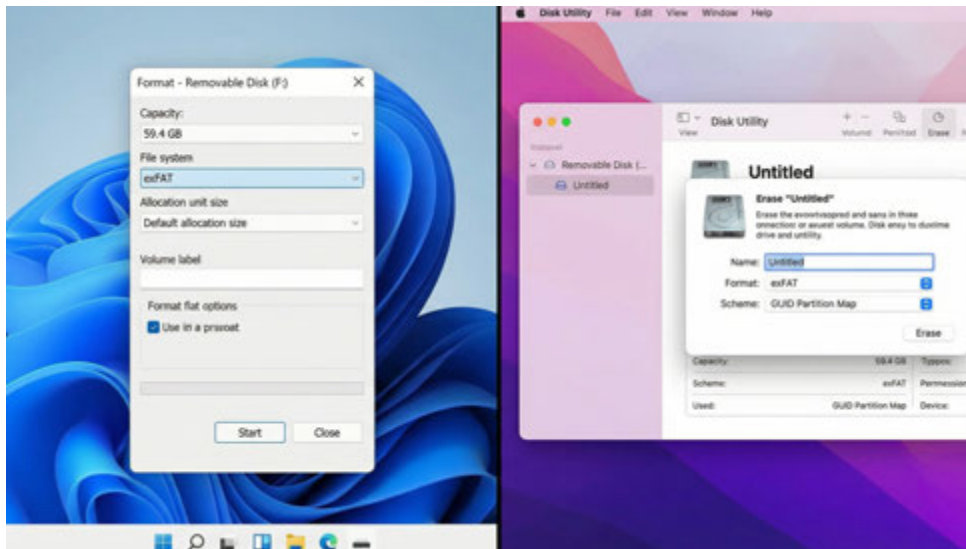
Recording at 1080p@60fps requires sustained write speeds. Using cards slower than Class 10 may result in:

- Dropped frames
- Recording interruptions
- Corrupted files

Always use cards rated Class 10 or faster for reliable recording.

## 8.2 Formatting the TF Card

Before first use, format the TF card on a computer. Do not use a smartphone to format the card.



### Formatting on Windows

1. Insert the TF card into your computer using a card reader.
2. Open **File Explorer** and locate the TF card drive.
3. Right-click the drive and select **Format**.
4. Set the following options:
  - File system: **exFAT** (recommended for cards larger than 32GB), **FAT32** or **NTFS**
  - Allocation unit size: **Default**
  - Volume label: (optional, e.g., “RECDUAL” )
5. Check **Quick Format**.
6. Click **Start** and confirm.
7. Safely eject the card when formatting completes.

### Formatting on macOS

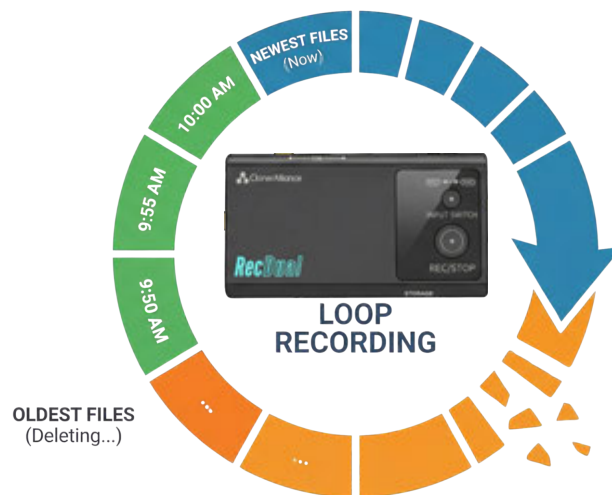
1. Insert the TF card into your Mac using a card reader.
2. Open **Disk Utility** (Applications > Utilities > Disk Utility).
3. Select the TF card from the left sidebar.
4. Click **Erase** in the toolbar.
5. Set the following options:
  - Name: (optional, e.g., “RECDUAL” )
  - Format: **ExFAT** (recommended) or **MS-DOS (FAT)**

6. Click **Erase** and confirm.
7. Eject the card when complete.

**Important:** Do not format the TF card using a smartphone. Phone-formatted cards may use non-standard file systems that the RecDual Dongle cannot read.

### 8.3 Loop Recording

Loop recording automatically manages storage space by deleting the oldest recordings when the TF card is full. This feature is essential for continuous recording applications.



#### How Loop Recording Works

1. Device records normally until the TF card reaches capacity.
2. When full, the oldest recording file is automatically deleted.
3. A new recording file is created in the freed space.
4. This process continues indefinitely, maintaining the most recent recordings.

#### Enabling Loop Recording

Loop recording is configured through the RecDual Link app:

1. Connect the RecDual Dongle to your phone or computer.
2. Open the RecDual Link app.
3. Navigate to the Configuration page.
4. Enable **Loop Recording**.
5. Save the configuration.

6. Wait 10 seconds, then restart the device for changes to take effect.

## When to Use Loop Recording

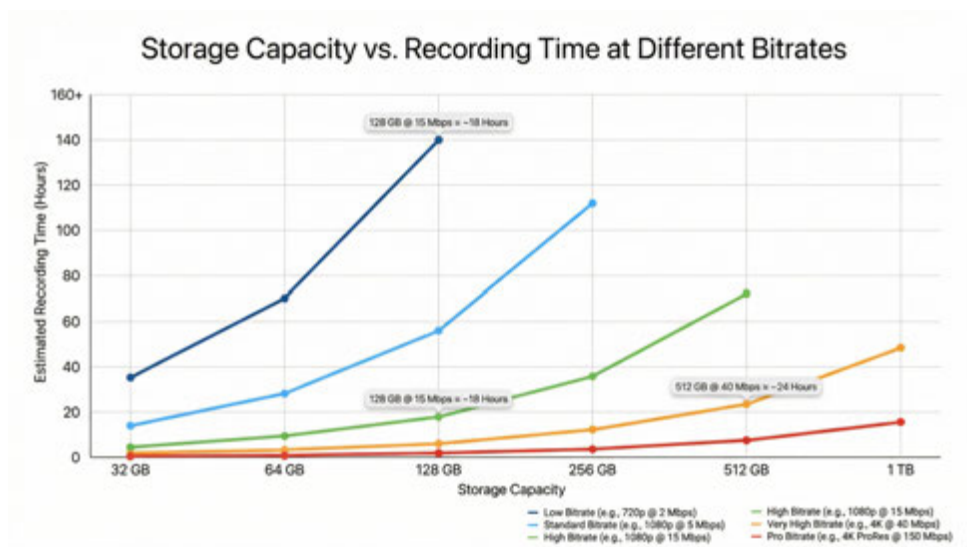
- Security and surveillance applications
- Dashcam-style continuous recording
- Long-term monitoring where only recent footage matters
- Situations where manual storage management is impractical

## When NOT to Use Loop Recording

- Recording events you need to keep permanently
- Situations where every recording must be preserved
- Short recording sessions where storage is sufficient

## 8.4 Storage Capacity Planning

Plan your TF card capacity based on your recording needs.



### Recording Duration by Card Capacity

At default bitrate (16 Mbps):

TF Card Capacity	Recording Duration
32 GB	Approximately 4 hours
64 GB	Approximately 8 hours
128 GB	Approximately 16 hours
256 GB	Approximately 32 hours
512 GB	Approximately 64 hours

### Recording Duration by Bitrate

With a 128 GB TF card:

Bitrate Setting	Data Rate	Duration
Minimum (4 Mbps)	~1.8 GB/hour	~70 hours
Default (16 Mbps)	~7.2 GB/hour	~17 hours
Maximum (30 Mbps)	~13.5 GB/hour	~9 hours

### Capacity Calculation Formula

To estimate recording duration:

Recording Hours = (Card Capacity in GB × 8) ÷ Bitrate in Mbps

Example: 256 GB card at 16 Mbps = (256 × 8) ÷ 16 = 128 hours

## 8.5 Managing Storage Space

### Checking Available Space

Use the RecDual Link app to view:

- Total TF card capacity
- Used space
- Available space
- Estimated remaining recording time

### Freeing Up Space

To free storage space:

1. Open the RecDual Link app.
2. Navigate to Video Library.
3. Select files to delete (multi-select available).
4. Confirm deletion.

Alternatively, connect the TF card to a computer and delete files using the file manager.

### Automatic Space Management

With loop recording enabled, space management is automatic. The device maintains approximately 90% of the card capacity with recent recordings, always keeping the newest footage available.

## 8.6 TF Card Maintenance

### Regular Formatting

For optimal performance, format the TF card periodically (every few months) if used continuously.

### Card Lifespan

TF cards have limited write cycles. For heavy continuous recording:

- Use high-endurance cards designed for surveillance applications
- Replace cards annually or when errors occur
- Keep backup cards available

### Signs of Card Problems

- Recording stops unexpectedly
- Files appear corrupted
- Device fails to detect the card
- Slower than expected write speeds

If you experience these issues, try a different TF card.

## **8.7 Troubleshooting Storage Issues**

### **TF Card Not Detected (REC LED stays off)**

- Ensure the card is fully inserted
- Try a different TF card
- Format the card on a computer
- Check that the card meets speed requirements

### **Recording Stops Unexpectedly**

- TF card may be full (check for solid blue REC LED)
- Card may be too slow for the bitrate setting
- Enable loop recording for continuous operation

### **Files Cannot Be Read**

- Do not remove the card while recording
- Format the card and try again
- The card may be damaged; try a new card

### **Format Errors**

- Use a computer to format, not a smartphone
- Try both exFAT, FAT32 and NTFS formats
- The card may be damaged; try a new card

# REC DUAL LINK APP

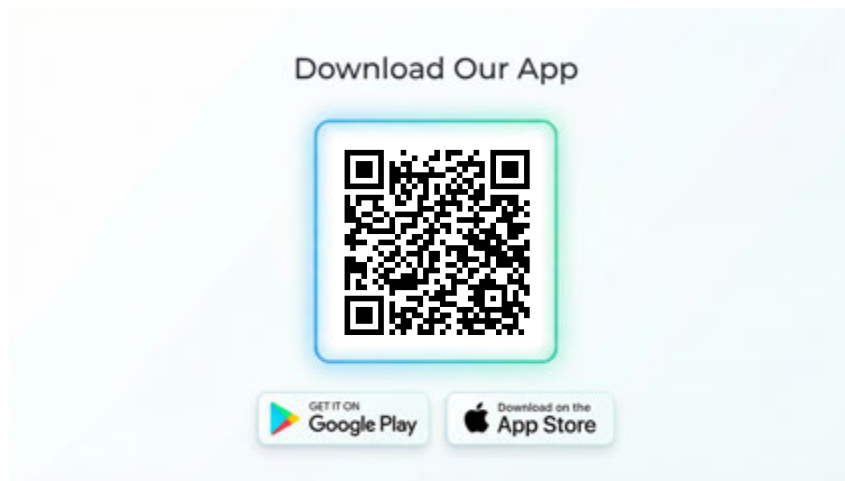
RecDual Link is the companion application for the ClonerAlliance RecDual Dongle. It provides device configuration, video playback, and firmware management through an intuitive graphical interface.

**For complete app documentation, visit the online manual:**

[https://static.cloner-alliance.com/manual/recdual-link\\_manual\\_en.pdf](https://static.cloner-alliance.com/manual/recdual-link_manual_en.pdf)

## 9.1 Download the App

RecDual Link is available for multiple platforms. Download from your device's app store or official website.



- Download from <https://www.cloner-alliance.com/help/download/software/recdual-link-release/>

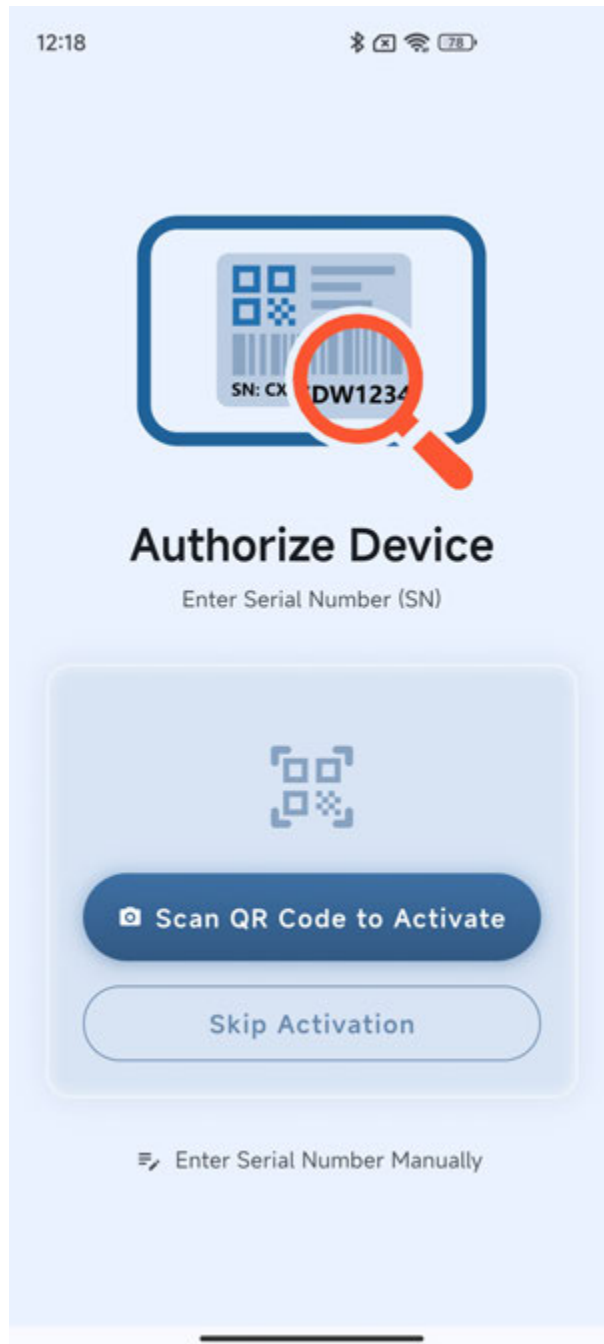
## 9.2 Getting Started

### Step 1: Connect Your Device

1. Insert a TF card into the RecDual Dongle.
2. Connect the RecDual Dongle to your phone or computer using a USB-C data cable.
3. Launch the RecDual Link app.

### Step 2: Activate the App

First-time use requires activation:



- **Mobile:** Tap “Scan QR Code to Activate” and scan the QR code on the device or packaging
- **Desktop:** Enter the 10-digit Serial Number (SN) found on the device label

### Step 3: Bind the Device

After activation, grant storage access:

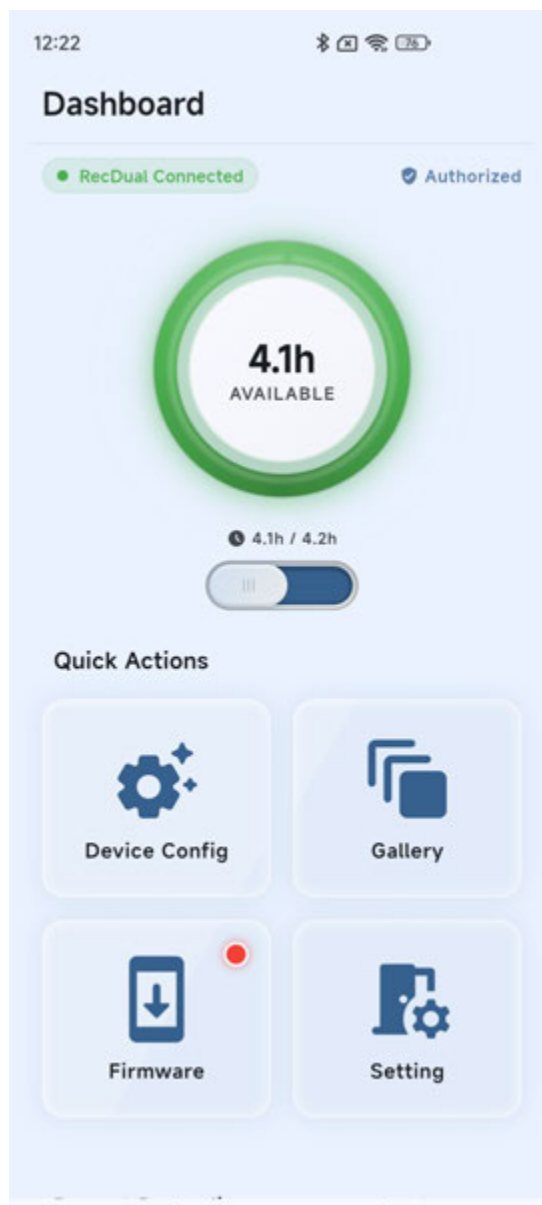
1. Tap “Bind Device” on the home screen.

2. Select the storage location when prompted:
  - **Root Directory** (Recommended): Enables all features including firmware upgrade
  - **Videos Folder**: Limited mode - firmware upgrade not available

**Note:** Activation allows use on up to 5 devices per Serial Number.

## 9.3 Core Features Overview

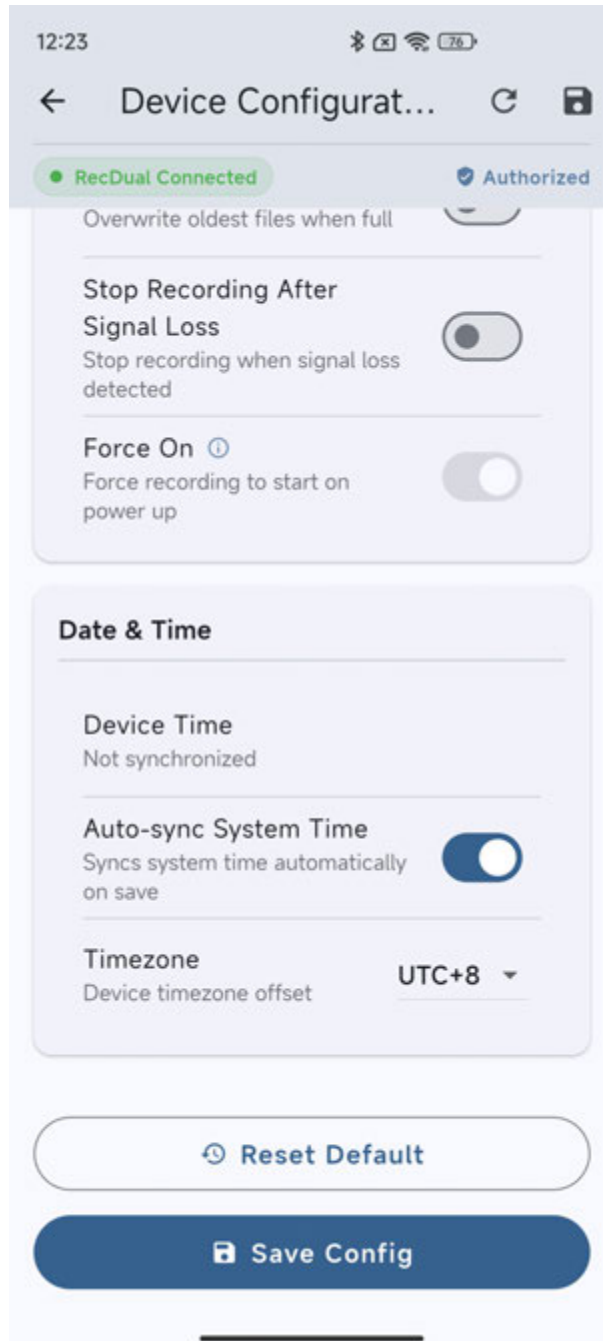
### Dashboard



The dashboard provides at-a-glance device information:

- Storage capacity and remaining space
- Estimated remaining recording time
- Device connection status
- Authorization status

### Device Configuration



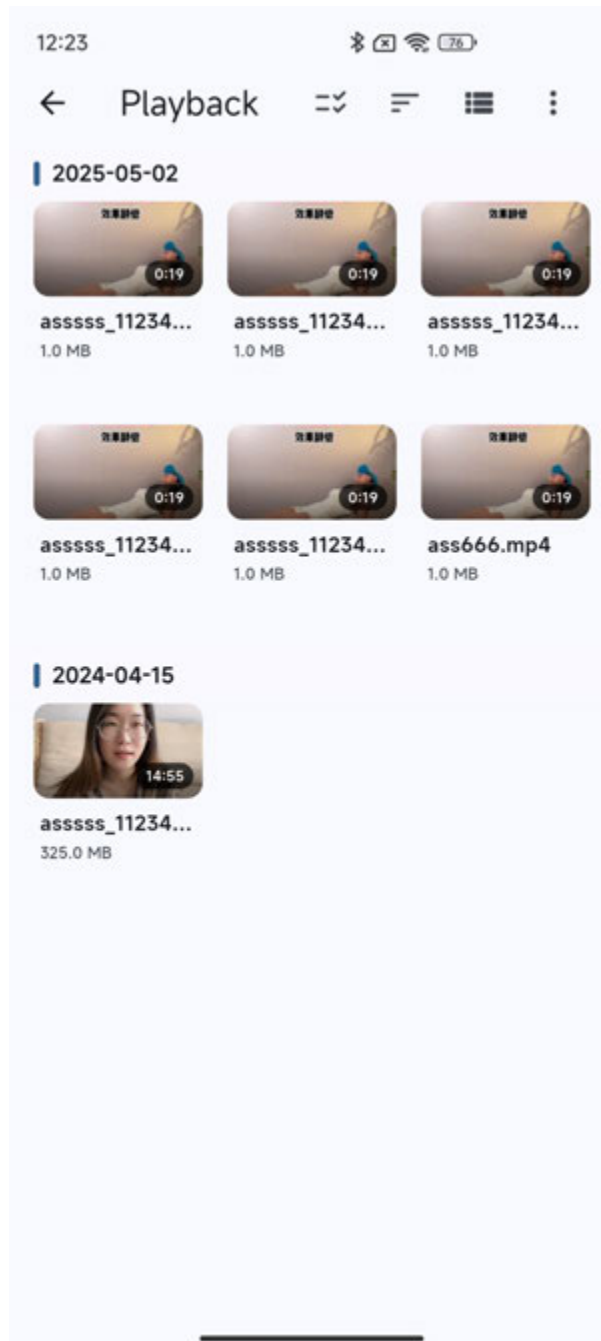
Configure recording parameters without editing files:

- Recording resolution and frame rate
- Video bitrate (4-30 Mbps)

- Loop recording on/off
- Auto time synchronization

Changes take effect after saving and restarting the device.

### Video Playback and Management

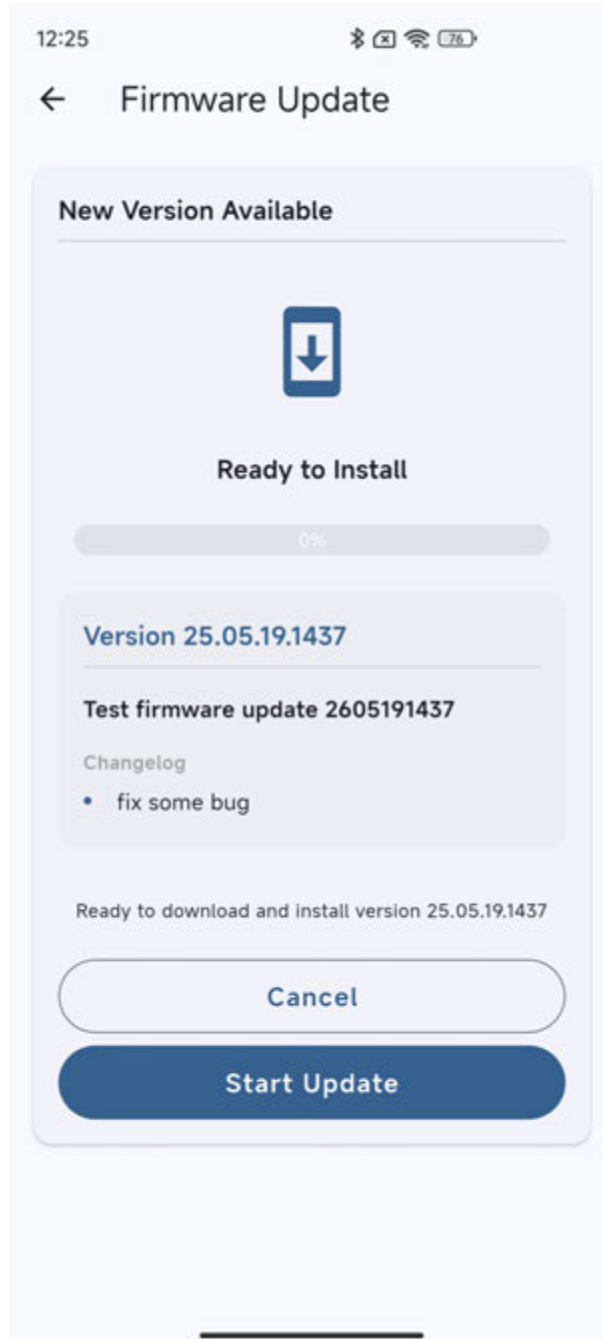


Browse and manage recorded videos directly in the app:

- Play videos without transferring to your device
- Sort by date, size, or name

- Multi-select for batch delete
- Export videos to your device gallery

### Firmware Upgrade



Keep your device up to date:

- Automatic new version detection
- One-click download and installation
- Integrity verification for safe upgrades

**Note:** Firmware upgrade requires Root Directory binding. Limited mode users should use the Windows version or upgrade manually.

## 9.4 Troubleshooting

### App does not detect the device

- Verify the USB cable supports data transfer (not charging only)
- Android: Enable OTG or USB debugging in system settings
- Windows: Check that the device appears as a removable drive

### Cannot upgrade firmware

- Confirm you selected Root Directory during binding
- If in Limited Mode, use the Windows version of the app or upgrade manually

### Authorization expires

- The app requires internet verification every 7 days
- Connect to the internet to reauthorize
- Without verification, the app enters Guest Mode with limited features

## 9.5 Complete Documentation

This chapter provides a brief introduction to RecDual Link. For comprehensive documentation including detailed feature guides and advanced settings, refer to the online manual:

### RecDual Link Complete User Manual

[https://static.cloner-alliance.com/manual/recdual-link\\_manual\\_en.jpg](https://static.cloner-alliance.com/manual/recdual-link_manual_en.jpg)

The online manual includes:

- Detailed activation and binding instructions
- Complete configuration options reference
- Advanced video management features
- Full troubleshooting guide
- Multi-device management

# PORTABLE USAGE GUIDE

This chapter provides guidance for using the ClonerAlliance RecDual Dongle in portable and outdoor recording scenarios.

## 10.1 Using a Portable Power Bank

Extend recording sessions with a portable power bank.



### Purpose

- Provide power for HDMI recording mode
- Enable pass-through charging for your device during DP recording
- Extend recording duration beyond device battery life

### Power Bank Requirements

Specification	Requirement
Output Port	USB-C
Protocol	USB Power Delivery (PD)
Minimum Output	18W (for basic operation)
Recommended Output	30W or higher (for pass-through charging)
Capacity	10,000mAh or higher for extended use

### Connection

1. Connect the power bank to the **PWR** port using a USB-C cable.

2. Connect your device to the **Type-C DP IN** port.
3. Both the RecDual Dongle and your device receive power.

**Important:** The power bank must support USB PD protocol. Power banks with only Quick Charge (QC) may not work properly.

## 10.2 Outdoor Recording Setup

For recording events, travel, or field work:



### Essential Equipment

Item	Purpose
RecDual Dongle	Recording device
Type-C to Type-C cable	Connect to smartphone/laptop
TF card (high capacity)	Storage for recordings
Portable power bank	Extended recording sessions (optional)
Headphones	Audio monitoring via AUX port (optional)

### Setup Steps

1. Ensure the TF card is inserted and formatted.
2. Connect your device to the Type-C DP IN port.
3. Wait for the INPUT SWITCH LED to show solid blue.
4. Press REC to start recording.

### Environment Considerations

- Operate within temperature range: 0°C to 50°C (32°F to 122°F)
- Protect from moisture and rain
- Avoid direct sunlight for extended periods
- Ensure adequate ventilation

## 10.3 Comparing Recording Modes for Portability

Feature	Type-C DP Mode	HDMI Mode
External power required	No	Yes
Portability	Excellent	Limited
Source devices	Phones, laptops, tablets	Gaming consoles, TVs, set-top boxes
Power bank useful for	Extended battery life	Required for operation

For most portable applications, Type-C DP mode is the recommended choice.

## 10.4 Troubleshooting Portable Issues

### Device Battery Drains Quickly

- Recording does consume device power
- Use a power bank connected to PWR for pass-through charging
- Lower screen brightness on your device during recording

### Recording Stops Unexpectedly

- Check TF card capacity (may be full)
- Verify power bank is still providing power (for HDMI mode)
- Ensure cables are securely connected

### Power Bank Not Working

- Verify the power bank supports USB PD protocol
- Check the power bank has sufficient charge
- Try a different USB-C cable
- Some power banks have a button to activate output

### **Overheating in Hot Environments**

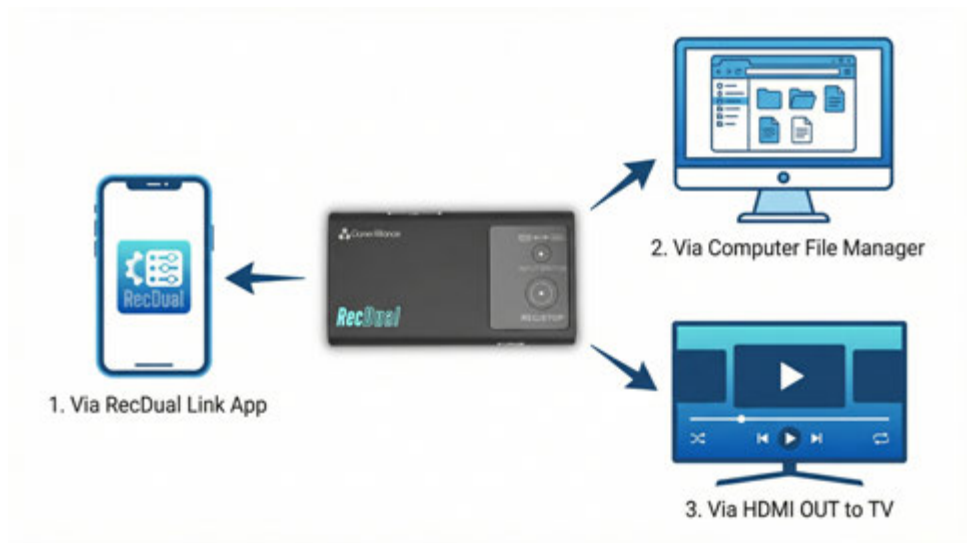
- Move to a shaded area
- Ensure ventilation holes are not blocked
- Take breaks during extended recording sessions
- Consider a cooling pad for extreme conditions

# PLAYBACK THE RECORDED MEDIA FILES

This chapter explains how to access, play, and manage your recorded video files from the ClonerAlliance RecDual Dongle .

## 11.1 Accessing Recordings

When recording stops, the RecDual Dongle automatically enters storage mode. Your recorded files become accessible through multiple methods.



### Access Methods

Method	Best For
RecDual Link App	Quick playback, file management, mobile access
Computer File Manager	Bulk file transfer, backup to PC
HDMI OUT to TV	Large screen viewing during DP recording

## 11.2 Using the RecDual Link App

The RecDual Link app provides the most convenient way to browse and play recordings.

### Viewing Recordings

1. Connect the RecDual Dongle to your phone or computer.
2. Open the RecDual Link app.

3. Ensure the device shows as connected on the Dashboard.
4. Tap **Recent Recordings** or navigate to **Video Library**.
5. Browse available recordings by date or name.
6. Tap a video thumbnail to start playback.

### Playback Controls

During video playback, you can:

- **Play/Pause:** Tap the center of the screen or use the play button
- **Seek:** Drag the progress bar to navigate within the video
- **Volume:** Adjust using your device's volume controls
- **Fullscreen:** Rotate your device or tap the fullscreen button

## 11.3 Managing Files in the App

The RecDual Link app provides comprehensive file management capabilities.

### Sorting Files

Organize your video library using sort options:

- **By Date:** Newest or oldest first
- **By Size:** Largest or smallest first
- **By Name:** Alphabetical order

### Selecting Files

1. Tap the **Select** button (or long-press a file).
2. Tap individual files to select/deselect.
3. Use **Select All** to select all files.
4. Selected files are highlighted with a checkmark.

### Deleting Files

1. Select the files you want to delete.
2. Tap the **Delete** button.
3. Confirm the deletion when prompted.
4. Deleted files cannot be recovered.

### Exporting Files

To save recordings to your phone or computer:

1. Select the files you want to export.
2. Tap the **Export** or **Save** button.
3. Choose the destination folder.
4. Wait for the transfer to complete.

## 11.4 Accessing Files via Computer

Connect the RecDual Dongle to a computer to access files directly through the file system.

### Windows

1. Connect the RecDual Dongle to your PC via USB-C cable.
2. The device appears as a removable drive in File Explorer.
3. Open the drive and navigate to the **Videos** folder.
4. Copy, move, or delete files as needed.
5. Safely eject the device before disconnecting.

### macOS

1. Connect the RecDual Dongle to your Mac via USB-C cable.
2. The device appears on the desktop and in Finder sidebar.
3. Open the device and navigate to the **Videos** folder.
4. Copy, move, or delete files as needed.
5. Eject the device before disconnecting.

### File Naming

Recorded files follow this naming convention:

**VID\_YYYYMMDD\_HHMMSS.mp4**

Where:

- YYYY = Year
- MM = Month
- DD = Day
- HH = Hour (24-hour format)
- MM = Minutes
- SS = Seconds

## 11.5 Playing on External Devices

### Playing via HDMI OUT

When recording from Type-C DP input, you can connect a TV or monitor to the HDMI OUT port:

1. Connect a TV to the HDMI OUT port.
2. Stop recording to enter storage mode.
3. Use the RecDual Link app to select and play a video.
4. Video plays through both the app and the connected TV.

### Playing on Smart TV

1. Remove the TF card from the RecDual Dongle.
2. Insert the TF card into your TV's SD card slot (if available).
3. Use the TV's media player to browse and play recordings.

### Playing on Media Players

Transfer files to a USB drive or network storage, then play using:

- Smart TV media player
- Streaming devices (Roku, Fire TV, etc.)
- Media player software (VLC, etc.)

## 11.6 Video File Information

### File Format Details

Property	Value
Container	MP4
Video Codec	H.264/AVC
Audio Codec	AAC
Resolution	Up to 1920x1080
Frame Rate	Up to 60 fps
Audio Sample Rate	48 KHz
Audio Channels	Stereo (2 channels)

### Compatibility

Recorded MP4 files are compatible with:

- Most video player software (VLC, Windows Media Player, QuickTime, etc.)
- Mobile devices (iOS, Android)
- Smart TVs with USB playback
- Video editing software (Adobe Premiere, Final Cut Pro, DaVinci Resolve, etc.)
- Social media platforms (YouTube, Facebook, Instagram, etc.)

## 11.7 Backup Recommendations

### Regular Backups

Protect your recordings by backing up regularly:

1. Connect to a computer.
2. Copy the entire Videos folder to your hard drive.
3. Consider cloud backup for important recordings.

### Before Loop Recording

If you enable loop recording, important files will eventually be overwritten. Export any recordings you want to keep before they are automatically deleted.

### Storage Strategy

- Keep the TF card for active recording
- Transfer completed recordings to permanent storage
- Use loop recording only when you don't need to keep all recordings

## 11.8 Troubleshooting Playback Issues

### Files Don't Appear in App

- Ensure the device is properly connected
- Check that the app shows "Connected" status
- Try disconnecting and reconnecting the device

### Video Won't Play

- Try playing the file on a computer to verify it's not corrupted
- Ensure your device has sufficient memory for playback
- Update the RecDual Link app to the latest version

### Corrupted Files

- Files may be corrupted if recording was interrupted abnormally
- Do not remove the TF card while the REC LED is blinking
- Try recovering files using video repair software

### Slow File Transfer

- Use a USB-C cable that supports data transfer (not charge-only)
- Check TF card read speed
- Transfer fewer files at a time

# FREQUENTLY ASKED QUESTIONS

This chapter answers common questions about the ClonerAlliance RecDual Dongle .

For additional support, visit <https://www.cloner-alliance.com/help/knowledgebase>

## 12.1 TF Card and Storage Questions

### Why isn't my TF card detected by the RecDual Dongle?

If the REC LED remains off after inserting a TF card:

1. Ensure the card is fully inserted into the slot.
2. Verify the card is formatted correctly (exFAT, FAT32 or NTFS).
3. Format the card on a computer, not a smartphone.
4. Check that the card meets minimum speed requirements (Class 10 or faster).
5. Try a different TF card to rule out card failure.

### Can I format the TF card using my smartphone?

No. Formatting a TF card with a smartphone may create non-standard partitions or file systems that the RecDual Dongle cannot recognize. Always format TF cards using a Windows PC or Mac.

### Why did the RecDual Dongle prompt me to format the TF card?

When connecting to a smartphone, always insert the TF card into the RecDual Dongle first, then connect the device to your phone. If you connect without the TF card inserted, your phone may prompt to format any storage it detects, which could erase your recordings.

### What TF card size should I use?

Choose based on your recording needs:

- 32-64 GB: Short recording sessions (4-8 hours)
- 128 GB: Extended recording (16+ hours)
- 256-512 GB: Continuous recording or loop recording applications

## 12.2 Power and Charging Questions

### Why won't the RecDual Dongle charge my phone through the PWR port?

The PWR port only supports USB Power Delivery (PD) protocol. If your phone uses a different fast charging protocol (such as Qualcomm Quick Charge), it may not charge through the PWR port.

To charge your phone while recording:

- Use a PD-compatible charger connected to the PWR port
- Verify your phone supports PD charging
- Some phones may charge at standard rates even without PD

### Do I need external power for all recording modes?

No. Power requirements depend on your input source:

- **Type-C DP recording:** No external power needed. The connected device provides power.
- **HDMI recording:** External power required. Connect a USB-C PD adapter to the PWR port.

### What power adapter should I use?

Use a USB-C power adapter that supports USB Power Delivery (PD) protocol. The device accepts:

- 5V, 9V, 12V, 15V at 3A
- 20V at 3.25A

Any PD-compatible adapter will work. Higher wattage adapters (30W+) are recommended for pass-through charging.

## 12.3 Connection and Compatibility Questions

### Why doesn't my phone display video through the RecDual Dongle?

Your phone must support DisplayPort Alt Mode (DP Alt Mode) through its USB-C port. Check if your phone model supports this feature:

- **Supported:** iPhone 15 and newer, Samsung Galaxy S20 and newer, Google Pixel 6 and newer
- Many budget or mid-range phones do not support DP Alt Mode

If your phone supports DP but video doesn't appear:

1. Try a different USB-C cable (use the included cable).
2. Enable OTG or USB debugging in your phone's settings.
3. Restart your phone and try again.

### Why can't I hear sound from my phone while recording?

When recording via Type-C DP, the RecDual Dongle takes over the audio output, disabling your phone's built-in speaker. To hear audio:

- Connect headphones to the **AUX** port on the RecDual Dongle
- Connect a TV to the **HDMI OUT** port and use the TV's speakers

This is normal behavior and ensures audio is properly captured in your recording.

### Can I record phone calls?

No. Phone calls cannot be recorded through the Type-C DP connection due to audio routing limitations during calls.

## 12.4 Recording Questions

### What is the maximum recording resolution?

The RecDual Dongle records at up to **1080p@60fps**. Higher input resolutions (such as 4K) are automatically scaled down to 1080p for recording. The HDMI passthrough output maintains the original resolution up to **4K@60fps**.

### Why did my recording stop unexpectedly?

Recording may stop for several reasons:

- **TF card full:** The REC LED turns solid blue when storage is full. Enable loop recording or delete files to continue.
- **Signal loss:** Recording stops if the video signal is interrupted. Check your connections.
- **TF card error:** A slow or failing TF card may cause recording to stop. Try a different

card.

### Can I pause and resume recording?

No. The RecDual Dongle does not support pause/resume functionality. Each press of the REC button starts a new recording session or stops the current one.

### Why are my recordings split into multiple files?

Recordings may be split based on:

- Recording duration settings in the RecDual Link app
- File system limitations (FAT32 has a 4GB per-file limit)
- Use exFAT or NTFS format to avoid file size limitations

## 12.5 App and Software Questions

### Where can I download the RecDual Link app?

- **Android:** Google Play Store (search “RecDual Link” )
- **iOS:** Apple App Store (search “RecDual Link” )
- **Windows/macOS:** <https://www.cloner-alliance.com/downloads>

### Do I need the app to record?

No. The RecDual Dongle operates independently for basic recording. Simply press the REC button to start and stop recording.

The RecDual Link app is needed for:

- Configuring recording settings (resolution, bitrate, loop recording)
- Playing back recordings on your device
- Managing files (delete, export)
- Firmware updates

### How do I update the firmware?

1. Connect the RecDual Dongle to your phone or computer.
2. Open the RecDual Link app.
3. The app will notify you if an update is available.
4. Follow the on-screen instructions to download and install.

5. Restart the device after the update completes.

Note: Firmware updates require Root Directory binding in the app. If you selected only the Videos folder during setup, use the Windows version of the app or update manually.

## 12.6 LED Indicator Questions

**What do the LED colors mean?**

**INPUT SWITCH Button LED:**

- Solid Green: HDMI input selected, signal detected
- Blinking Green: HDMI input selected, no signal
- Solid Blue: DP input selected, signal detected
- Blinking Blue: DP input selected, no signal

**REC Button LED:**

- Off: No TF card inserted
- Solid Green: Ready to record
- Blinking Green: Recording in progress
- Solid Blue: TF card full

**Why is the INPUT SWITCH LED blinking?**

A blinking INPUT SWITCH LED indicates no video signal from the selected input. Check:

1. The video source is powered on and outputting video.
2. Cables are securely connected.
3. The correct input source is selected (press INPUT SWITCH to toggle).

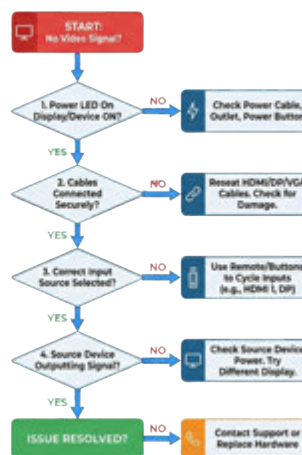
# TROUBLESHOOTING

This chapter provides solutions for common issues with the ClonerAlliance RecDual Dongle .

## 13.1 Connection Problems

### No Video Signal (INPUT SWITCH LED Blinking)

#### TRUBLESHOOTING: NO VIDEO SIGNAL



*Symptoms:* The INPUT SWITCH LED blinks instead of staying solid. No video appears on the HDMI OUT display.

*Solutions:*

- 1. Check power supply (HDMI mode only):**
  - Connect a USB-C PD power adapter to the PWR port
  - Ensure the adapter is working and properly connected
- 2. Verify cable connections:**
  - Ensure cables are firmly connected at both ends
  - Try the included cables to rule out cable issues
  - Check for damaged cables or connectors
- 3. Confirm input source selection:**
  - Press INPUT SWITCH to toggle between HDMI (green) and DP (blue)
  - Select the input that matches your connected source
- 4. Check source device:**
  - Ensure the source device is powered on
  - Verify the source is outputting video
  - Try connecting the source directly to a TV to confirm video output
- 5. For Type-C DP connections:**
  - Verify your device supports DisplayPort Alt Mode
  - Enable screen mirroring on laptops
  - Try a different USB-C port on multi-port devices

### Device Not Recognized by Phone/Computer

*Symptoms:* The RecDual Link app shows “Disconnected” or the device doesn’t appear in file manager.

*Solutions:*

1. **Use a data cable:**
  - Some USB-C cables are charge-only and don’t support data
  - Use the included cable or a known data-capable cable
2. **Check USB settings (Android):**
  - Enable OTG (On-The-Go) in system settings
  - Some devices require USB debugging to be enabled
3. **Verify connection mode:**
  - Recording must be stopped to access storage mode
  - Press REC to stop recording if it’s in progress
4. **Restart the connection:**
  - Disconnect and reconnect the USB-C cable
  - Try a different USB-C port on your device
5. **Check for interference:**
  - Remove any USB hubs between the device and RecDual Dongle
  - Connect directly without adapters

## 13.2 Recording Problems

### Cannot Start Recording (REC LED Stays Solid Green)

*Symptoms:* Pressing the REC button doesn’t start recording. The LED remains solid green.

*Solutions:*

1. **Check for video signal:**
  - The INPUT SWITCH LED must be solid (not blinking) before recording can start
  - Ensure a valid video signal is connected
2. **Wait for the device to initialize:**
  - Allow a few seconds after connecting before starting recording
  - The device needs time to detect and lock onto the video signal

### Recording Stops Unexpectedly

*Symptoms:* Recording stops on its own without pressing the REC button.

### *Solutions:*

1. **TF card is full:**
  - Check if REC LED is solid blue (indicates full storage)
  - Delete files or enable loop recording
  - Use a larger capacity TF card
2. **TF card too slow:**
  - Recording at high bitrates requires fast TF cards
  - Use Class 10 / UHS-I (U1) or faster cards
  - Try a lower bitrate setting in the app
3. **Signal loss:**
  - Recording stops when video signal is interrupted
  - Check cable connections
  - Verify source device is still outputting video
4. **TF card error:**
  - Remove and reinsert the TF card
  - Format the card on a computer
  - Try a different TF card

### **Cannot Access TF Card (REC LED Off)**

*Symptoms:* The REC LED doesn't light up when a TF card is inserted.

### *Solutions:*

1. **Ensure proper insertion:**
  - Push the card firmly until it clicks into place
  - Verify the card is inserted in the correct orientation
2. **Format the TF card:**
  - Use a computer to format the card (not a smartphone)
  - Choose exFAT, FAT32 or NTFS file system
  - Try a quick format first; if that fails, try a full format
3. **Try a different card:**
  - The card may be damaged or incompatible
  - Use a card from a reputable brand rated Class 10 or faster

### **Corrupted or Unplayable Recordings**

*Symptoms:* Recorded files won't play or show errors when opened.

### *Solutions:*

1. **Avoid interrupting recording:**
  - Never remove the TF card while the REC LED is blinking
  - Always stop recording properly before disconnecting

2. **Check TF card health:**
  - Use a TF card diagnostic tool on a computer
  - Replace cards that show errors
3. **Try video repair software:**
  - Some corruption can be recovered using video repair tools
  - Examples: VLC (built-in repair), Stellar Video Repair

## 13.3 Audio Problems

### No Audio in Recording

*Symptoms:* The recorded video plays but has no sound.

*Solutions:*

1. **Check source audio output:**
  - Ensure the source device is outputting audio
  - Verify audio is not muted on the source device
2. **For HDMI input:**
  - Some devices require HDMI audio to be enabled in settings
  - Check source device audio output settings
3. **For Type-C DP input:**
  - Audio is captured from the DP signal automatically
  - Ensure the source device isn't routing audio elsewhere
4. **Check AUX connection (if using external microphone):**
  - Ensure the microphone is properly connected to the AUX port
  - Verify the microphone is working

### No Audio During DP Recording (From Phone Speakers)

*Symptoms:* Phone speakers don't produce sound while connected for DP recording.

*Explanation:* This is normal behavior. When connected via Type-C DP, audio is routed through the DP connection, disabling the phone's built-in speakers.

*Solutions:*

- Connect headphones to the **AUX** port on the RecDual Dongle
- Connect a TV or monitor to **HDMI OUT** and use its speakers
- Audio is still recorded properly in the video file

### Audio Out of Sync

*Symptoms:* Audio doesn't match the video in recordings.

*Solutions:*

1. **Use a faster TF card:**
  - Sync issues can occur with slow cards
  - Upgrade to UHS-I (U3) or faster
2. **Lower the bitrate:**
  - High bitrate recording on slow cards may cause sync issues
  - Try the default (16 Mbps) or minimum (4 Mbps) setting

## 13.4 App and Firmware Problems

### RecDual Link App Cannot Connect

*Symptoms:* The app shows “Disconnected” even though the device is plugged in.

*Solutions:*

1. **Verify physical connection:**
  - Check USB cable is properly connected
  - Try a different USB-C cable
2. **Stop active recording:**
  - The device must be in storage mode for app access
  - Press REC to stop any active recording
3. **Restart the app:**
  - Force close and reopen the app
  - Disconnect and reconnect the device
4. **Check permissions (mobile):**
  - Ensure the app has storage access permissions
  - Grant any requested permissions during setup

### Firmware Update Fails

*Symptoms:* Firmware update doesn't complete or shows an error.

*Solutions:*

1. **Check binding mode:**
  - Firmware updates require Root Directory binding
  - If in Limited Mode, use the Windows version of the app
2. **Stable connection:**

- Don't disconnect during the update
  - Ensure stable power supply
3. **Sufficient storage:**
- The TF card needs free space for the firmware file
  - Delete recordings if necessary
4. **Try again:**
- Close the app and restart
  - Retry the update process

## 13.5 Device Behavior Issues

### Device Feels Warm

*Symptoms:* The RecDual Dongle becomes warm during operation.

*Explanation:* Some warmth is normal during extended recording sessions. The device uses passive cooling.

*Precautions:*

- Ensure ventilation holes are not blocked
- Don't stack other devices on top
- Operate within specified temperature range (0-50°C)
- Consider breaks during very long recording sessions

### INPUT SWITCH Button Pressed During Recording

*Symptoms:* Recording stopped unexpectedly after accidentally pressing INPUT SWITCH.

*Explanation:* Pressing INPUT SWITCH during recording stops the current recording because the input source changes.

*Prevention:*

- Be careful not to accidentally press INPUT SWITCH while recording
- Consider the device placement to avoid accidental button presses

## 13.6 When to Contact Support

Contact ClonerAlliance support if:

- The device doesn't power on at all
- LEDs behave erratically
- Problems persist after trying all troubleshooting steps
- Physical damage is visible

### Support Resources:

- Knowledge Base: <https://www.cloner-alliance.com/help/knowledgebase>
- Contact: See *Contact Us*

## **AFTER SALES WARRANTY**

ClonerAlliance Inc. provides 90-Day No Hassle Return(No Additional Fee) and 2-Year Replacement Warranty Service for all hardware. Please rest assured to use ClonerAlliance products.

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**Toll free: 1-844-9-CLONER**

Support Email: [support@cloner-alliance.com](mailto:support@cloner-alliance.com)

Market Email: [market@cloner-alliance.com](mailto:market@cloner-alliance.com)

[www.cloner-alliance.com](http://www.cloner-alliance.com)

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