ClonerAlliance

ClonerAlliance UHD Pro Max User Manual

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This documentation describes how to use ClonerAlliance UHD Pro Max (Model: CA-989UPM) device.

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Safety Notices

Before using ClonerAlliance UHD Pro Max, please ensure that you read and understand the safety precautions below:

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

ClonerAlliance

HDCP

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.

CONTENTS

1 Product Summary 1

1.1 Key Features 1

1.2 Technical Specifications 2

2 Product Introduction 3

2.1 Box Contents 3

2.2 Product Diagram 4

2.3 Indicator Color Diagram 8

2.4 Remote Diagram 17

3 Quick Start Guide 18

3.1 Connecting the Device 18

3.2 Basic Operation Steps 18

4 Hardware Features 20

4.1 HDMI Input and Output 20

4.2 Supported Storage Devices 20

4.3 Audio Input and Output Options 21

4.4 USB 3.0 Connectivity 21

4.5 Remote Control 22

5 System Setup and Menu Navigation 23

5.1 System Settings 24

5.2 Recording Settings 25

5.3 Audio Settings 27

5.4 Scheduling Settings 29

5.5 Storage Management 30
5.6 Video, Audio and Image Playback 34
6 Recording Modes 36
6.1 Cinematic-FPS Recording 36
6.2 Standard 4K Recording 37
6.3 Pause and Resume Recording 38
6.4 Scheduled Recording 39
7 Record videos to the USB/TF storage device 41
7.1 Connect 41
7.2 Record videos 42
7.3 Take Snapshots 45
7.4 Record live commentary or voice-over 46
8 Audio Recording and Extraction 49
8.1 HDMI Audio Recording and Extraction 49
8.2 Mixed Audio Recording 50
8.3 Audio Playback 51
9 Schedule Recording 53
9.1 Set the system time 53
9.2 Set the schedule 55
10 Playback the Recorded Media files 58
10.1 Playback the Recorded media files on ClonerAlliance UHD Pro Max directly 58
10.2 Playback the Recorded media files on TV 64
10.3 Playback/Edit the Recorded media files on PC 65

11 PC Connectivity and UVC Support 67
11.1 Connecting to a PC 67
11.2 UVC (USB Video Class) Support 68
11.3 USB Camera Support 68
11.4 Applications and Use Cases 69
12 Software Installation 70
12.1 Install and register ClonerAlliance Helper (Windows Users) 70
12.2 Install and register MP4-Cloner (Windows Users) 75
12.3 Install VLC player (Windows, Mac, and Linux Users) 78
12.4 Install OBS Studio 79
13 Record and Trim/Combine/Convert videos on PC 80
13.1 Install Software 80
13.2 Record/Capture videos on PC 81
13.3 Trim video files on PC 87
13.4 Combine video files on PC 91
13.5 Convert video files on PC 94
14 Preview videos for live streaming 99
14.1 Connection Guide of ClonerAlliance UHD Pro Max 99
14.2 Install ClonerAlliance Helper or OBS Studio 99
14.3 Setting for live stream in ClonerAlliance Helper (Windows) 100
14.4 Setting for preview video in OBS studio 102
15 Frequently Asked Questions 108
15.1 Why does ClonerAlliance UHD Pro Max Max record videos as Cinematic-FPS 4K@24FPS? 108
15.2 How to enable Cinematic-FPS recording? 109

15.3 Why is the output resolution 1080P@60FPS instead of 4K@60FPS on my TV? 109
15.4 It shows “Recording stopped: File size has reached 4GB!” What should I do? 110
15.5 How many recording schedules can I set? 110
15.6 Can I mix audio from different sources? 111
15.7 How do I update the firmware? 111
15.8 Why does the ClonerAlliance UHD Pro Max output “Unsupported content” message to TV? 112
15.9 What do different colors of the LED light on ClonerAlliance UHD Pro Max indicate? 114
15.10 USB device is not detected and side indicator isn’t on, what should I do? 115
15.11 What resolutions does ClonerAlliance UHD Pro Max support? 115
15.12 Does ClonerAlliance UHD Pro Max work with an over-2TB external hard drive? 116
15.13 Why does the recorded file split into multiple segments? 117
15.14 How to record videos to the USB storage device with ClonerAlliance UHD Pro Max? 118
15.15 How to playback the recorded video files on the USB storage device? 118
15.16 Can I rename recorded files on ClonerAlliance UHD Pro Max? 119
15.17 Does ClonerAlliance UHD Pro Max record 5.1 audio from the HDMI (AC3, DTS etc) or just 2 channels? 119
15.18 How to deal with the black screen displayed when using PC to capture or edit videos with ClonerAlliance UHD Pro Max? 120
15.19 After connecting the ClonerAlliance UHD Pro Max, a black shadow bar appears at the top of the TV screen while recording. How can this issue be fixed? 120

16 Troubleshooting 122

16.1 Device Will Not Power On 122
16.2 No Signal Detected 122
16.3 Recording Stops Unexpectedly 123
16.4 Poor Video or Audio Quality 124
16.5 Firmware Update Issues 124

16.6 Playback Issues on PC 125
16.7 File Management Issues 126
16.8 What is the effective range for remote control usage? 126
16.9 Does ClonerAlliance UHD Pro Max support HDR? 127
17 Product Specifications 128
18 After Sales Warranty 129
19 Contact Us 130
20 Disclaimer 131

PRODUCT SUMMARY

The ClonerAlliance UHD Pro Max is a powerful, standalone 4K video capture device that allows users to record cinematic-quality footage without the need for a PC. Designed to meet the needs of content creators, gamers, and film enthusiasts, it supports cinematic 4K recording at a specialized frame rate for an authentic movie-like experience.

This section introduces the UHD Pro Max’s key features, specifications, and the advantages that make it a versatile tool for high-definition recording and playback.

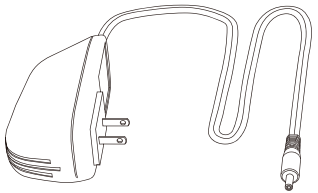
1.1 Key Features

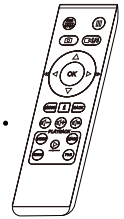
- **Cinematic-FPS Recording**: Record video at 4K resolution with 24fps (or 25fps in Europe), providing a true cinematic look. This frame rate adds a natural motion blur, ideal for a film-like experience.
- **Standalone Operation**: The UHD Pro Max operates independently of a PC, allowing for direct recording, playback, and storage management on the device itself.
- **4K@60fps HDMI Passthrough**: Enjoy ultra-smooth 4K@60fps passthrough on your display while recording at other supported resolutions, making it perfect for gaming or real-time applications.
- **HEVC/H.265 Encoding**: Supports H.265 encoding for high-quality, efficient compression, maximizing storage space without compromising video quality. Also compatible with H.264.
- **Ultra-Low Latency**: With a latency of less than 100ms, it is ideal for gaming and live streaming, ensuring responsive performance for real-time activities.

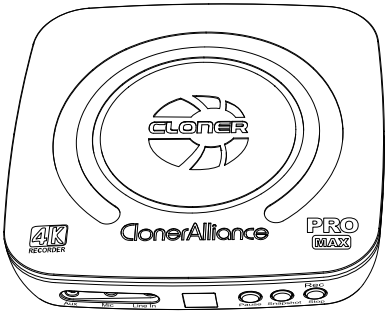
1.2 Technical Specifications

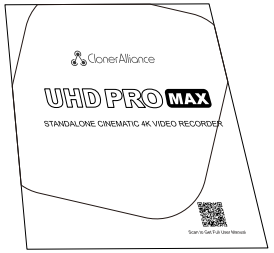
- **Maximum Recording Resolution**: 3840 x 2160 (4K) at 30fps
- **Passthrough Resolution**: Up to 4K@60fps
- **Video Bitrate**: Up to 50Mbps for crystal-clear recording quality
- **Audio Bitrate**: Up to 320kbps for high-fidelity audio capture
- **File Formats**: Supports MP4 for easy playback and TS for broadcast-friendly streaming
- **Storage Options**: Compatible with USB drives, TF cards, and external hard drives up to 8TB
- **Supported Devices**: Compatible with a wide range of HDMI devices, including DVRs, set-top boxes, TV receivers, gaming consoles, and more

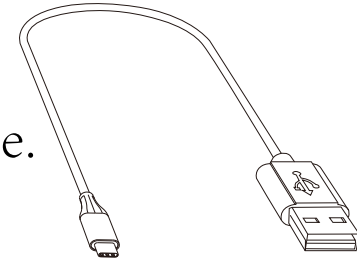
2.1 Box Contents

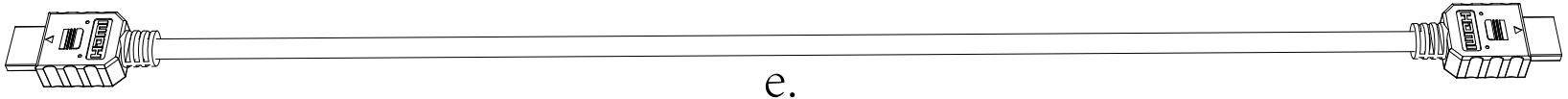
a. 

b. 

c. 

d. 

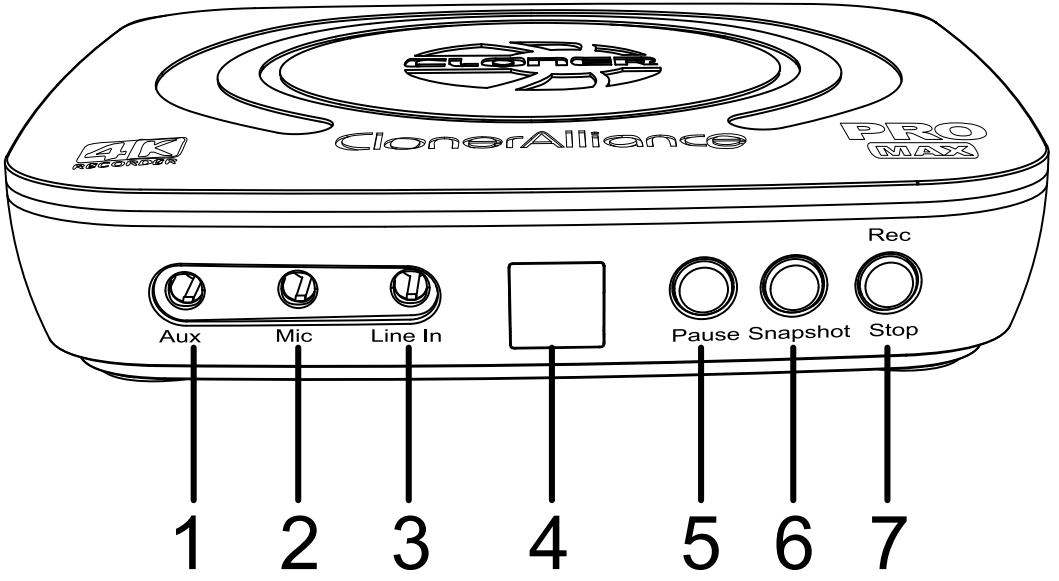
e. 



e.

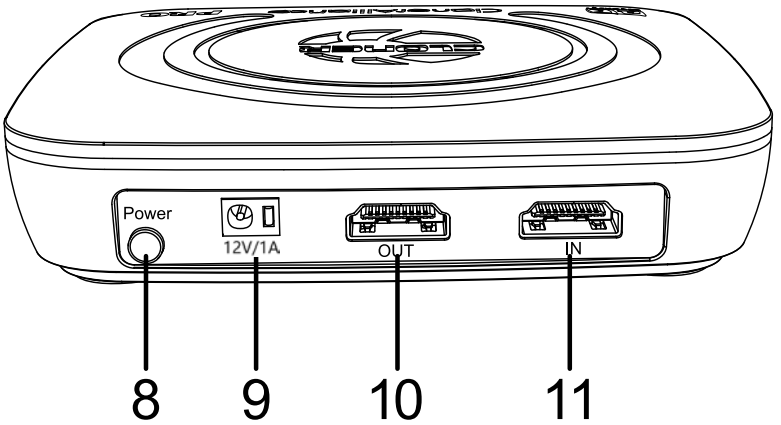
- a. Power Adapter
- b. Remote Control
- c. ClonerAlliance UHD Pro Max
- d. User Manual
- e. USB-C to USB-A cable
- f. HDMI cable

2.2 Product Diagram

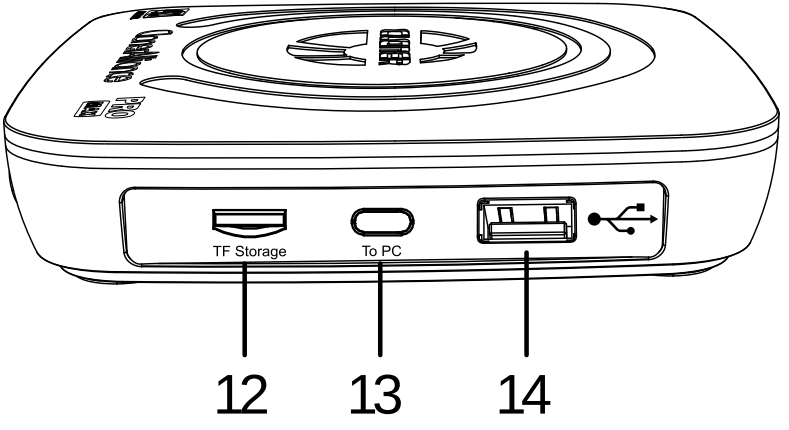


1. Aux: Connect an external audio device to ClonerAlliance UHD Pro Max if needed. It’s an optional port.
2. Mic: Insert the microphone plug into this jack to input voice.
3. Line In: Stereo audio inputs.
4. IR Window: Receives the IR signal from the remote control.
5. Pause: Pause during recording.
6. Snapshot button.
7. Rec/Stop button.

Tips: When Aux and Mic are conneteced at the same time, Audio will input through the Mic.

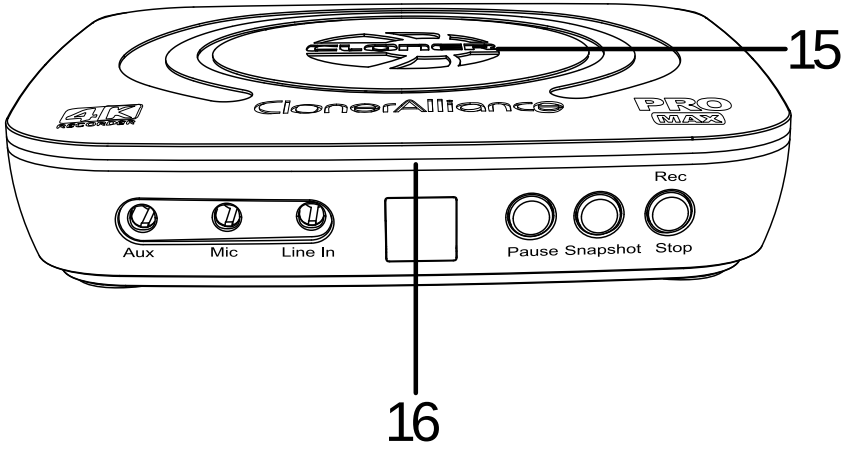


8. Power ON/OFF button.
9. Power socket of 12V/1A.
10. OUT: Connect an HDMI cable between ClonerAlliance UHD Pro Max and TV or monitor.
11. IN: Connect an HDMI cable between the video player and ClonerAlliance UHD Pro Max.



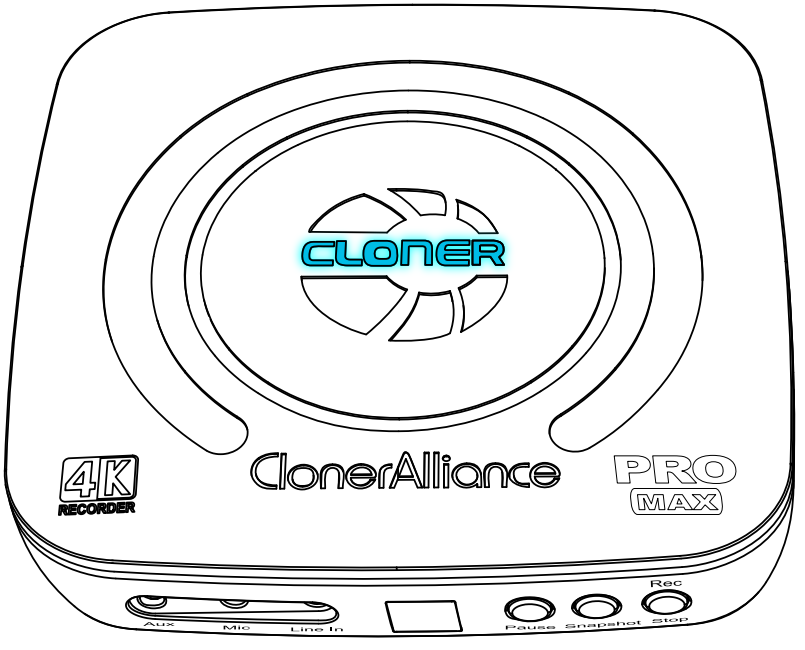
12. TF Storage: Insert TF card into this slot.
13. To PC: Connect the USB-C to USB-A cable between PC and ClonerAlliance UHD Pro Max for recording videos to PC.
14. Storage: Insert a USB flash drive or mobile hard disk and record videos to this storage medium.

2.3 Indicator Color Diagram

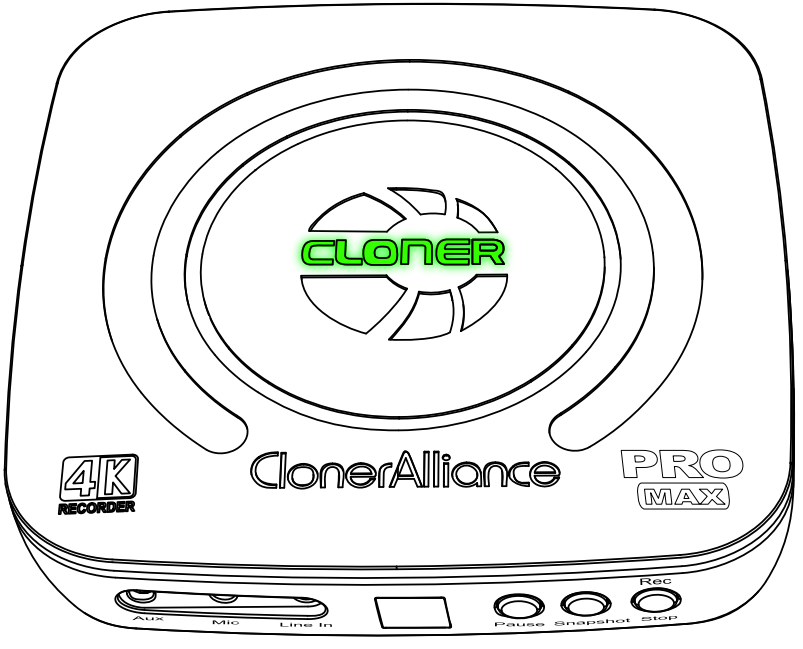


15. Top indicator.
16. Side indicator.

1. Top indicator



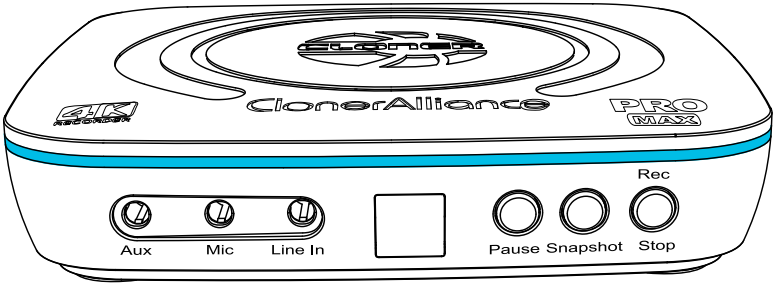
- Color: Stable BLUE
- Status: HDMI Input Resolution is 1080p or below.



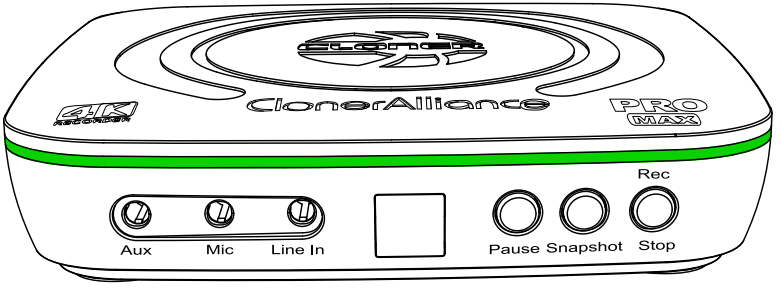
- Color: Stable GREEN
- Status: HDMI Input Resolution is 4K.

- Color: Blink BLUE&GREEN Alternately
- Status: No Input Input

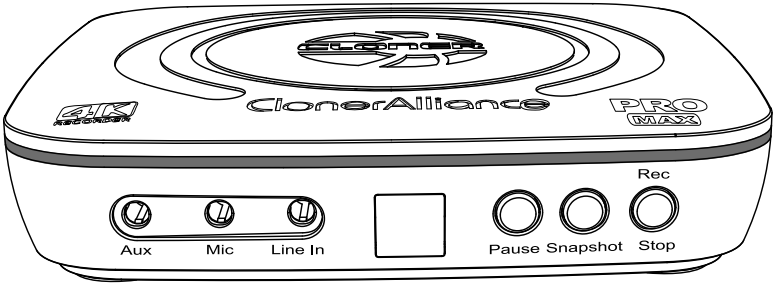
2. Side Indicator



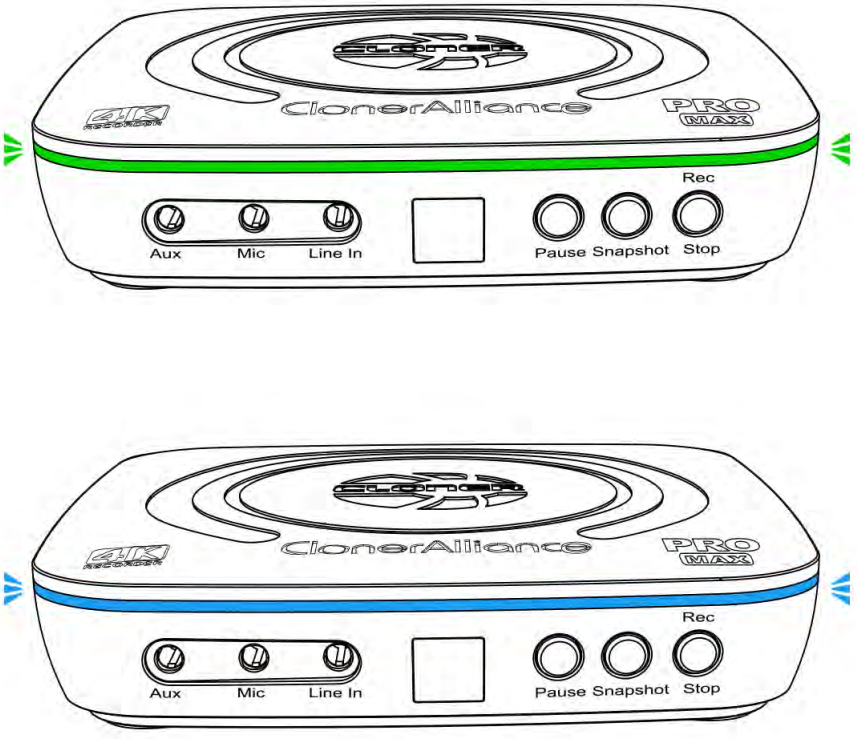
- Color: Stable BLUE
- Status: TF (MicroSD) card is available.



- Color: Stable GREEN
- Status: USB storage device is available.



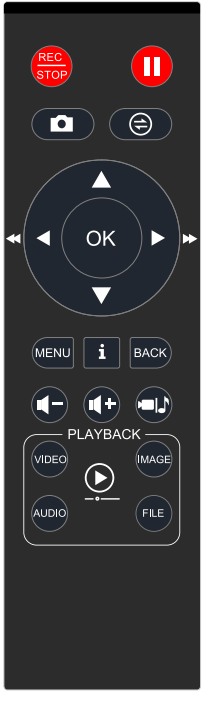
- Color: OFF
- Status: No Storage Device Connected



2.3. Indicator Color Diagram

- Color: Blink BLUE or GREEN
- Status: Recording.
- Color: Blink BLUE&GREEN Alternately
- Status: Saving.

2.4 Remote Diagram



REC/STOP.
PAUSE.
Snapshot.
Record mode selection.
OK button.
Up arrow.
Down arrow.
Left arrow.
Right arrow.
Menu.
Information.
Back button.
Volume down.
Volume up.
Video/Audio record mode switch.
Video playback.
Image playback.
Audio playback.
File management.

Tips: The remote control is powered by 2 AAA batteries which are not included and need to be purchased independently.

The Quick Start Guide provides basic instructions to help you set up and start using the ClonerAlliance UHD Pro Max. Follow these steps to connect, configure, and begin recording with your device.

3.1 Connecting the Device

1. **Connect the Power Adapter**: Plug the provided 12V/1A power adapter into the device’s power port and connect it to an electrical outlet.
2. **HDMI Input Connection**: Connect the HDMI cable from your video source (e.g., game console, set-top box, camera) to the **IN** port on the UHD Pro Max.
3. **HDMI Output Connection (Optional)**: To view the video in real time on an external display, connect an HDMI cable from the **OUT** port to your TV or monitor.
4. **USB Connection to PC (Optional)**: If you plan to use the device with a PC, connect it using the provided USB Type-C to USB Type-A cable. This will allow for data transfer and configuration through the computer.

3.2 Basic Operation Steps

1. **Power On**: Press the power button on the UHD Pro Max or use the remote control to turn on the device.
2. **Insert Storage Device**: Insert a USB drive, TF card, or external hard drive into the appropriate port to save your recordings. Ensure your storage device has sufficient space.

3. **Access On-Screen Menu**: Use the remote control to navigate the on-screen display (OSD) menu. From here, you can access **Recording Settings**, **Audio Settings**, and **System Settings** to adjust preferences.
4. **Start Recording**: To begin recording, press the **REC/STOP** button on the remote control or on the front panel of UHD Pro Max.
5. **Stop Recording**: To stop recording, please press **REC/STOP** button again. The device will automatically generate the recording files to the connected storage device.

Tips: If both a USB drive and a TF Card are used simultaneously, the first recognized storage device will be set as the current storage device for saving the recorded files. You can change the current storage device in the “MENU > Storage” option.

The ClonerAlliance UHD Pro Max is designed with versatile hardware features to support high-quality 4K recording, convenient playback, and flexible connectivity. This section outlines the key hardware components and ports that make the UHD Pro Max a powerful tool for video capture.

4.1 HDMI Input and Output

- **HDMI IN**: Connect your 4K video sources, such as gaming consoles, set-top boxes, or camcorders, to the HDMI IN port. This port supports resolutions up to 4K@60fps for passthrough and recording.
- **HDMI OUT**: The HDMI OUT port allows real-time viewing on an external display, supporting up to 4K@60fps passthrough. This enables you to view the content on a monitor or TV while recording or streaming.

4.2 Supported Storage Devices

The UHD Pro Max is compatible with various storage devices, providing flexible storage options for your recordings.

- **USB Flash Drive**: Plug a USB flash drive into the USB port to store recorded files.
- **TF Card (MicroSD)**: Insert a TF card (up to 512GB) into the TF slot for compact and portable storage.
- **External Hard Drive**: Connect an external hard drive (up to 8TB) to the USB port for extended storage capacity, ideal for long recording sessions.

4.3 Audio Input and Output Options

The device offers multiple audio input and output options, allowing you to capture and manage audio from various sources.

- **HDMI Audio**: Capture audio directly from the HDMI video source for high-quality, synchronized sound.
- **Line In**: Use the Line In port to connect external audio sources, such as a stereo system, for mixing audio into your recordings.
- **Mic In**: The Mic In port allows you to add voice commentary or other live audio directly into the recording.
- **AUX Audio**: The AUX port can be connected to external speakers or headphones for real-time audio monitoring.

4.4 USB 3.0 Connectivity

The ClonerAlliance UHD Pro Max features a USB 3.0 port for high-speed data transfer and PC connectivity.

- **To PC Connection**: Connect the device to a PC via the USB Type-C to USB Type-A cable for data management and recording. This allows you to access recordings directly from your PC and manage files efficiently.
- **UVC Protocol Support**: The device is compatible with UVC (USB Video Class) protocol, allowing it to work seamlessly with multiple operating systems, including Windows, macOS, and Linux, as well as with video conferencing and streaming software.

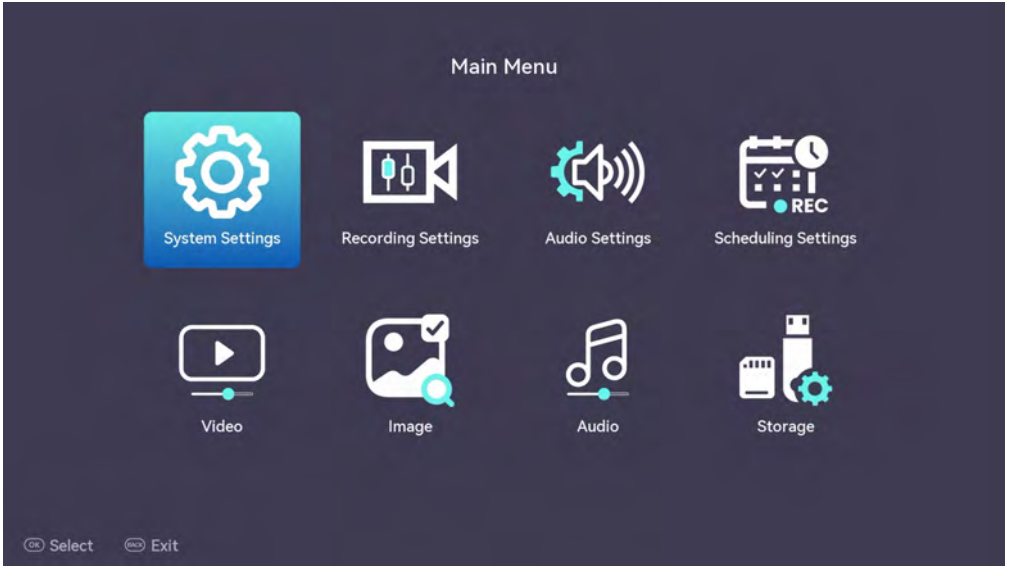
4.5 Remote Control

The UHD Pro Max includes a remote control, which enables easy operation from a distance. Use the remote to:

- Navigate the on-screen menu
- Start and stop recordings
- Adjust volume levels
- Access playback and file management options

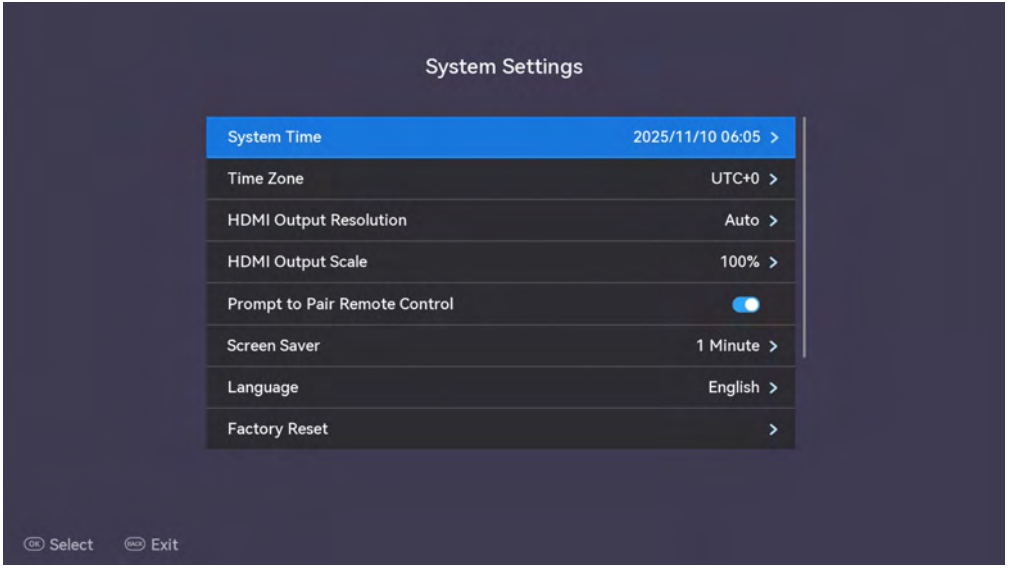
SYSTEM SETUP AND MENU NAVIGATION

The ClonerAlliance UHD Pro Max provides a user-friendly on-screen display (OSD) menu that allows you to configure system settings, adjust recording preferences, and manage storage. This section covers the primary menus and their settings to help you navigate and customize the device for optimal use.



5.1 System Settings

Access the **System Settings** menu to configure basic settings for date, time, display resolution, and system language.



- **System Time**: Set the current date and time for accurate timestamping of your recordings.
- **Time Zone**: Select your time zone to ensure correct time settings.
- **HDMI Output Resolution**: Adjust the HDMI output resolution, such as 1080p@60fps or 4K@60fps, based on your display requirements.

- **HDMI Output Scale**: Set the scaling of the output display to fit your screen (e.g., 100%).
- **Screen Saver**: Enable or disable the screen saver and set the idle time before activation.
- **Prompt to Pair Remote Control**: Prompt to pair remote control when power up.
- **Language**: Choose your preferred language for the device interface.
- **Factory Reset**: Restore the device to its factory default settings if needed.
- **Reset File Name Suffix Index**: Reset File Name Index.
- **Firmware Version**: Check the currently installed firmware version.
- **Firmware Update**: Update the device firmware for the latest features and improvements.

5.2 Recording Settings

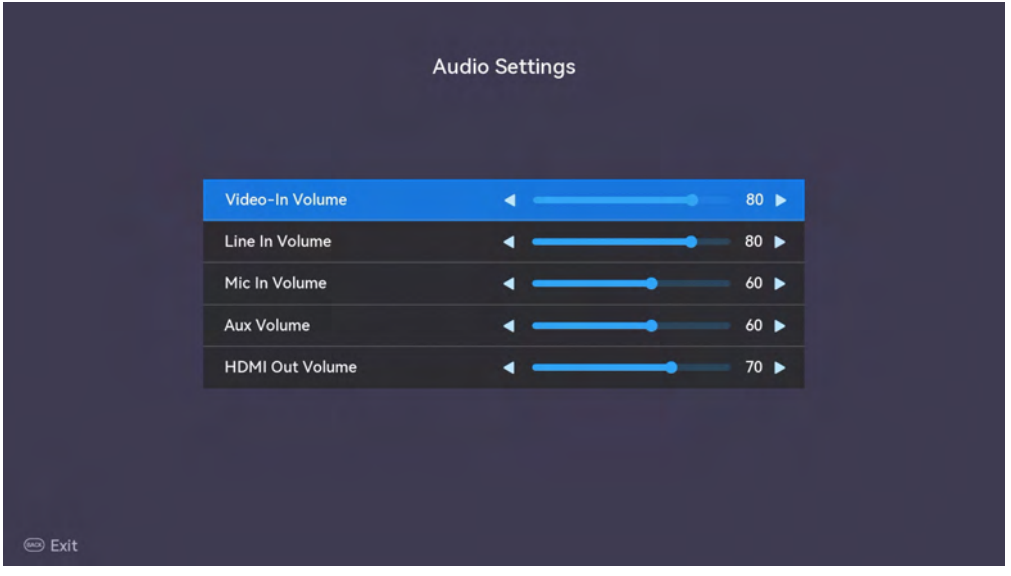
The **Recording Settings** menu allows you to configure video and audio recording options for customized capture quality.

- **File Format**: Select the recording file format (MP4 for general use, TS for broadcasting).
- **Recording Resolution**: Choose the resolution for recording, with options such as Auto(Cinematic-FPS), 3840x2160 or 1920x1080.
- **File Size**: Set a maximum file size limit or choose “Unlimited” for continuous recording.
- **Auto-Stop on Signal Loss**: Enable or disable auto-stop recording if the input signal is lost.
- **File Name Prefix**: Set a naming convention for recorded files (e.g., Default, VID, IMG).
- **File Name Suffix Index**: Select how files are indexed (e.g., by System Time).
- **Video Codec**: Choose the video encoding format, H.265/HEVC for high efficiency or H.264 for compatibility.
- **Video Bitrate**: Adjust the video bitrate for quality (up to 50Mbps).

- **Audio Codec**: Choose the audio encoding format (e.g., AAC, MP3).
- **Audio Bitrate**: Set the audio bitrate, up to 320kbps for high fidelity.
- **Time Watermark**: Enable a time watermark on your recordings.
- **Display “REC” while Recording**: Toggle on-screen “REC” indicator during recording.

5.3 Audio Settings

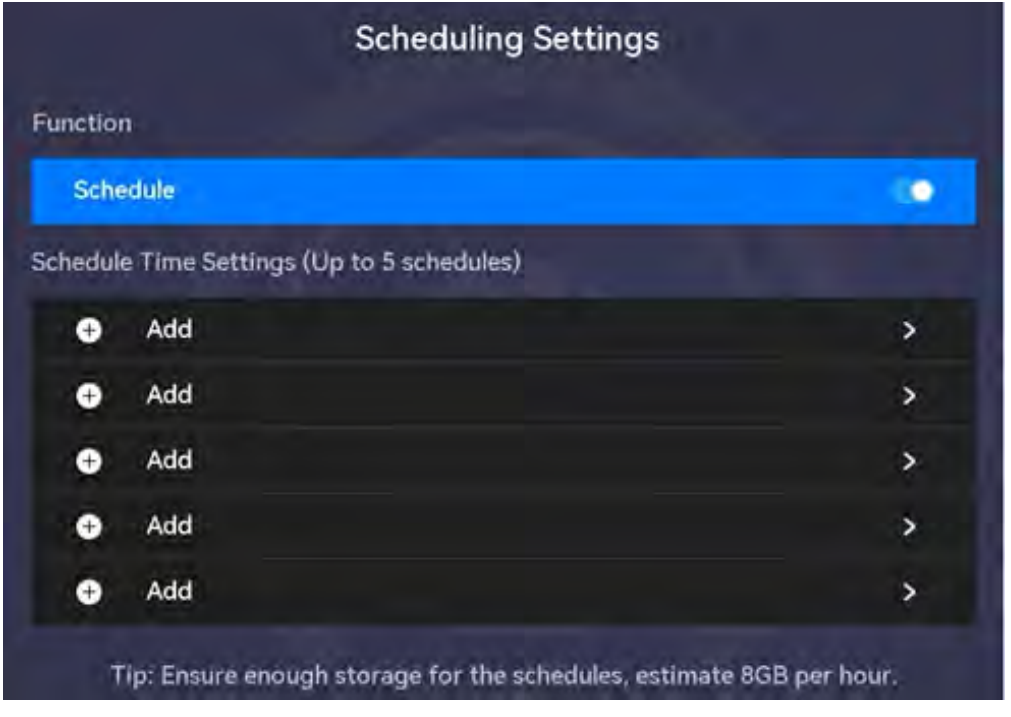
Customize audio input and output levels for a balanced sound experience.



- **Video-In Volume**: Adjust the volume level for audio from HDMI sources.
- **Line In Volume**: Control the volume for audio connected via the Line In port.
- **Mic In Volume**: Set the volume level for microphone input.
- **AUX Volume**: Adjust the auxiliary audio input level.
- **HDMI Out Volume**: Set the volume level for audio output to HDMI-connected displays.

5.4 Scheduling Settings

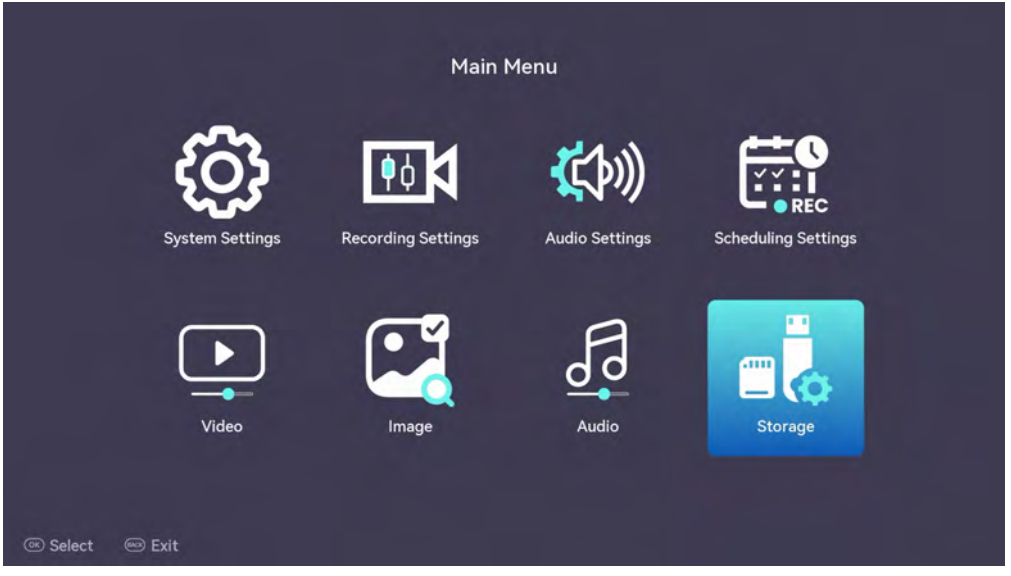
Use **Scheduling Settings** to set up automatic recording sessions.



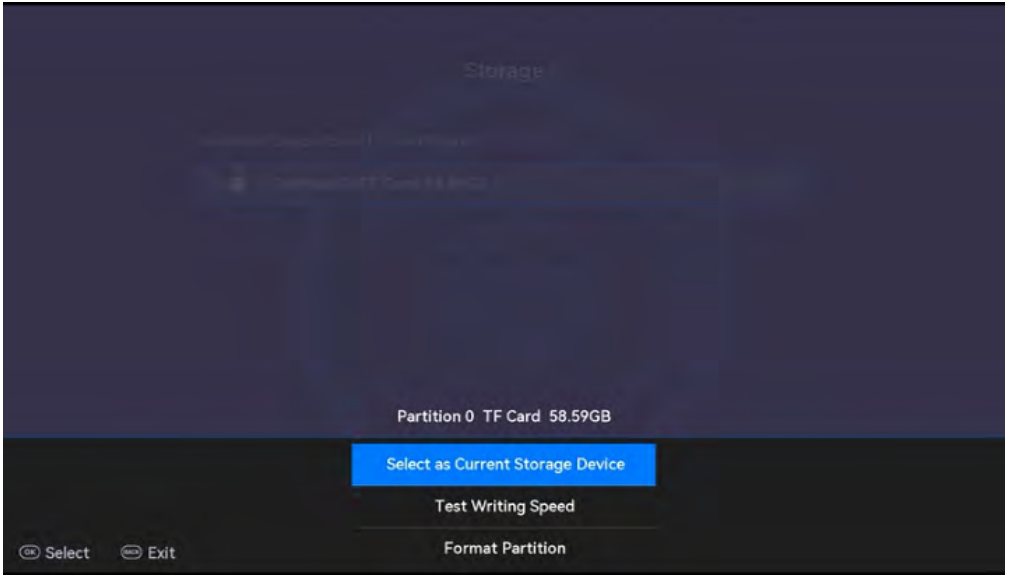
- **Schedule Function**: Toggle the scheduling feature on or off.
- **Schedule Time Settings**: Add and configure up to five scheduled recordings, setting start time, stop time, and frequency.
- **Storage Tip**: Ensure adequate storage space (estimated 8GB per hour of 4K recording).

5.5 Storage Management

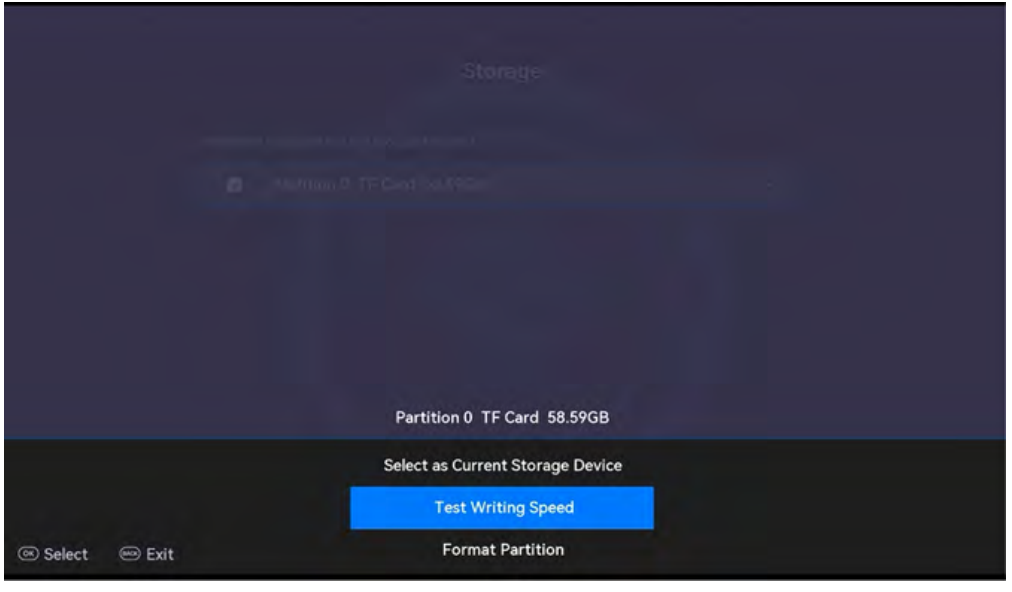
Manage connected storage devices, file organization, and available space.



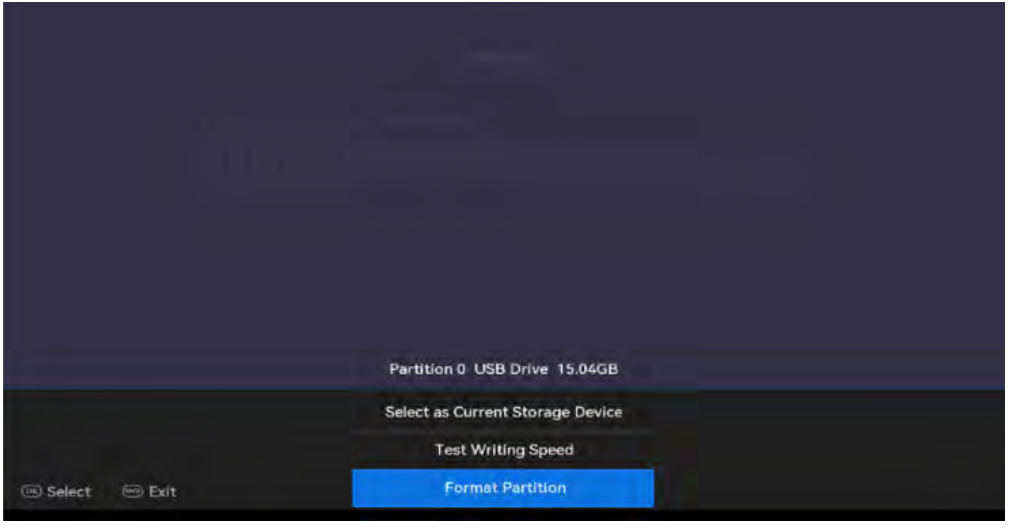
- **Select as current Storage Device**: Choose the storage device you want to save your recording files to.



- **Test Writing Speed**: Test writing speed of storage device in use.

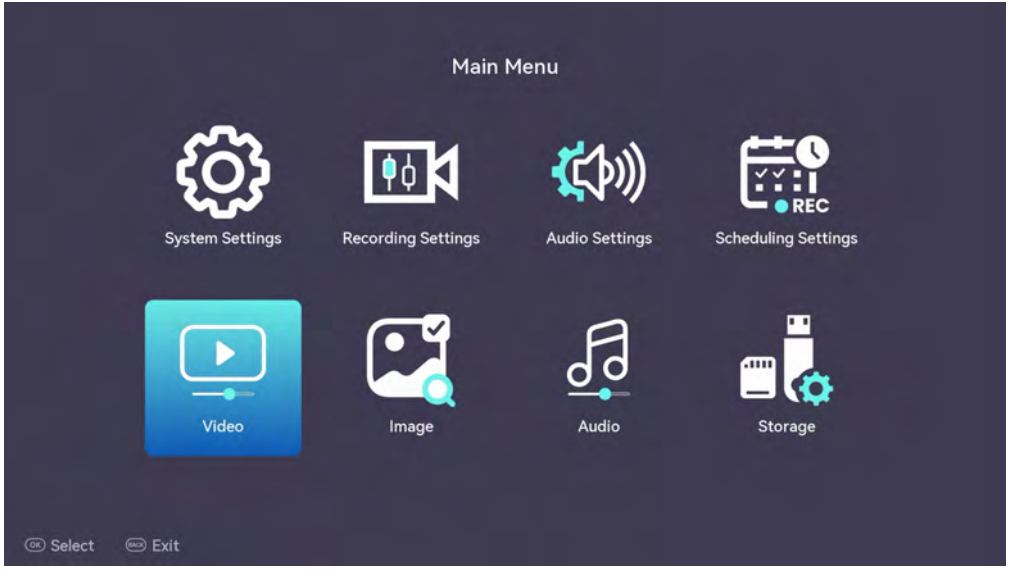


- **Format Partition**: Format USB drives, TF cards, or external hard drives connected to the device.



5.6 Video, Audio and Image Playback

Access recorded videos, audio and image files and control playback directly from the UHD Pro Max.



- **Video Playback**: Select and view recorded video files. Use controls such as play, pause, fast-forward, and rewind.
- **Audio Playback**: Play recorded audio files and control playback settings.
- **Image Playback**: Play recorded image files and control playback settings.
- **File Management**: Press the “File” button on the remote control while in a playback menu to sort, search, rename, or delete recorded files.

The ClonerAlliance UHD Pro Max offers multiple recording modes, allowing you to capture high-quality video at different frame rates and resolutions to suit your needs. From cinematic 24fps recording to high-bitrate 4K capture, the device's recording modes provide flexibility for various content types, including movies, gameplay, and live events.

6.1 Cinematic-FPS Recording

Cinematic-FPS mode allows you to record video at 24fps (or 25fps in Europe), a frame rate standard commonly used in film production. This recording mode replicates the cinematic feel and natural motion blur associated with traditional movies, offering a more immersive viewing experience.

- **Auto(Cinematic-FPS)**: Capture video in true cinematic quality, maintaining the look and feel of professional film.
- **Ideal for Movies and TV Broadcasts**: This mode is particularly suitable for recording movie content, dramas, and TV shows that are originally broadcast in 24fps.

6.2 Standard 4K Recording

In standard 4K recording mode, the UHD Pro Max captures video at 3840x2160@30fps, a commonly used frame rate for high-resolution streaming and playback. This mode is ideal for most types of content where smooth video with high detail is preferred.

- **3840x2160**: Record 4K video with smooth motion, suitable for fast-action scenes and general content.
- **Flexible Applications**: Perfect for recording gameplay, events, and other content where high resolution and moderate frame rate are required.

6.3 Pause and Resume Recording

The UHD Pro Max supports a **Pause and Resume** function that allows you to temporarily halt the recording and resume without creating a new file. This is especially useful for event recording where you need breaks without segmenting your video.

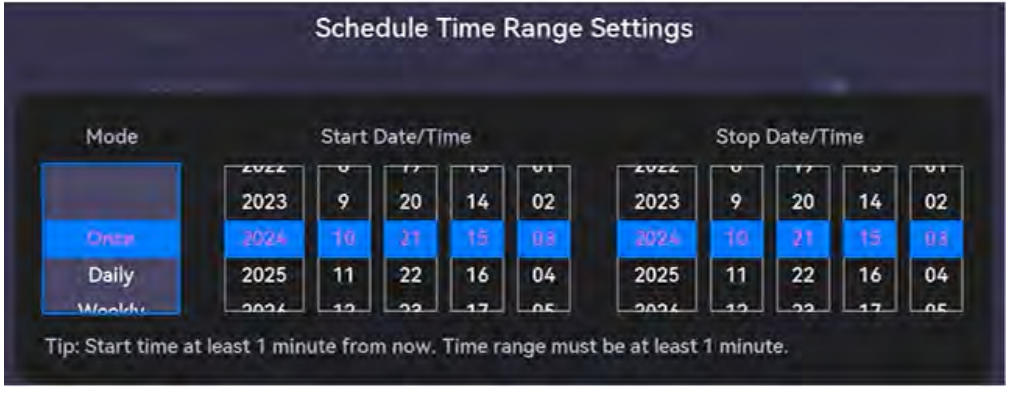
- **Seamless Recording**: Pause recording when necessary, and resume without interruptions, resulting in a single continuous file.
- **Ideal for Long Events**: Perfect for live events, presentations, and performances where breaks are required.

6.4 Scheduled Recording

The **Scheduled Recording** feature enables you to set up automatic recording sessions based on specific times and frequencies. With up to five customizable schedules, you can plan recordings for future events, ensuring that nothing is missed.

- **Customizable Schedules**: Set start times, stop times, and recording frequencies for each schedule.

- **Automatic Capture**: The device will start and stop recording based on the predefined schedule, making it convenient for timed broadcasts and recurring events.



RECORD VIDEOS TO THE USB/TF STORAGE DEVICE

7.1 Connect

1. Connect the video player to IN port on ClonerAlliance UHD Pro Max via an HDMI cable.
2. Connect ClonerAlliance UHD Pro Max from OUT port to TV or monitor via an HDMI cable.
3. Plug the USB/TF storage device into ClonerAlliance UHD Pro Max.
4. Plug the power adapter into the power socket and plug the other end into the 12V/1A port of ClonerAlliance UHD Pro Max.
5. Power on ClonerAlliance UHD Pro Max after all devices and cables are well connected.

Tips:

Please use a premium USB flash drive or mobile hard disk with high speed to avoid unexpected problems such as file loss.

7.2 Record videos

You can select to use the function buttons on ClonerAlliance UHD Pro Max to record or use the remote of ClonerAlliance UHD Pro Max to record. Please check out details below.

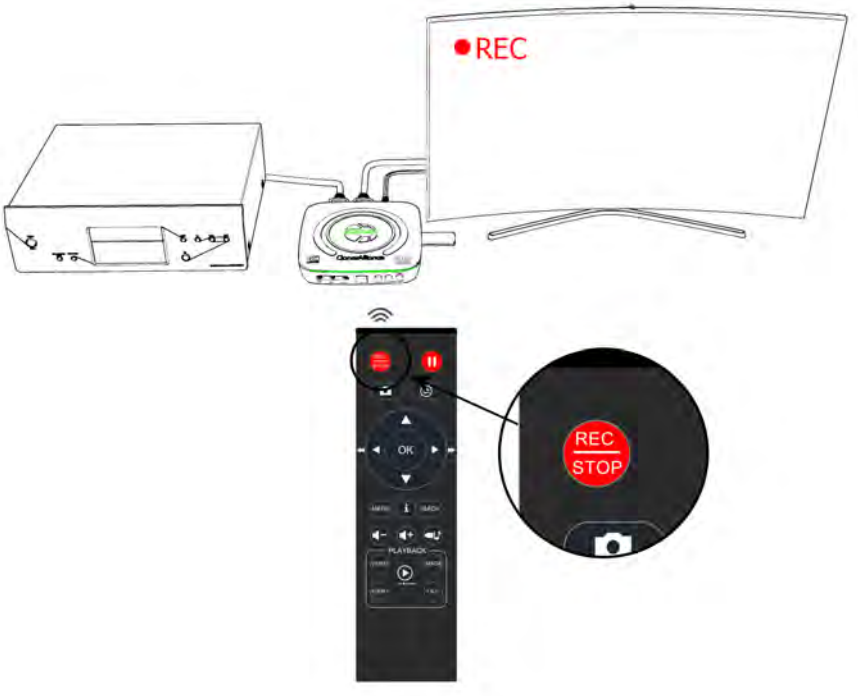
- Record videos with the buttons on the front panel of ClonerAlliance UHD Pro Max

1. Power on all devices, the video image from the video player will be displayed on TV and the top LED will illuminate solid green or solid blue. Solid green indicates the HDMI input resolution is 4K and solid blue indicates the input resolution is 1080p or below. If the top LED is blinking blue and green alternately, that indicates there is no input signal detected.
2. Press the Rec/Stop button on ClonerAlliance UHD Pro Max, then the side LED will blink green or blue, which indicates ClonerAlliance UHD Pro Max is in the process of recording.

3. Press the Rec/Stop button again on ClonerAlliance UHD Pro Max, then the side LED will blink blue/green alternately, which indicates the recorded video is being saved.
4. When the side LED turns solid green or blue from blinking green/blue alternately, it indicates the video has been saved successfully.
5. You can playback the recorded files on ClonerAlliance UHD Pro Max directly or on PC or on a smart TV.

- Record videos with the remote included with ClonerAlliance UHD Pro Max

1. Power on all devices, the video image from the video player will be displayed on TV and the top LED will illuminate solid green or solid blue. Solid green indicates the HDMI input resolution is 4K and solid blue indicates the input resolution is 1080p or below. If the top LED is blinking blue and green alternately, that indicates there is no input signal detected.
2. Press the Rec/Stop button on the Remote of ClonerAlliance UHD Pro Max, then the side LED will blink green or blue, which indicates the capture box is in the process of recording.



3. During recording process, you can adjust the HDMI volume on the remote control at any time.
4. Press the Rec/Stop button again on the Remote, then the side LED will blink green/blue alternately, which indicates the recorded video is being saved.
5. When the side LED turns solid green or blue from blinking green/blue alternately, it indicates the video has been saved

successfully.

6. You can playback the recorded files on ClonerAlliance UHD Pro Max directly or on PC or on a smart TV.

Note: DO NOT remove the USB/TF storage device from ClonerAlliance UHD Pro Max in the process of recording (Flashing Green/Blue LED indicates it’ s still in the process of recording.)

7.3 Take Snapshots

1. Using the Remote included with ClonerAlliance UHD Pro Max to take a snapshot.

Press on the remote control to take a snapshot.

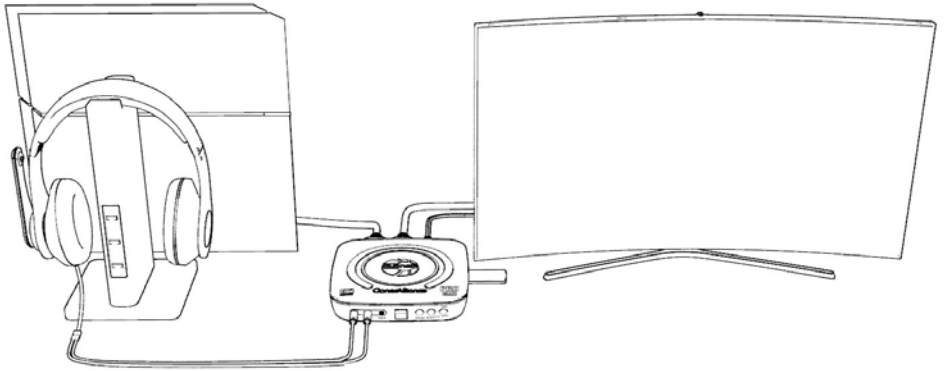
2. Using the buttons on the front panel of ClonerAlliance UHD Pro Max.

Press “Snapshot” button on the front panel of ClonerAlliance UHD Pro Max to take a snapshot.

You can playback the snapshots on ClonerAlliance UHD Pro Max directly or on PC or on smart TV.

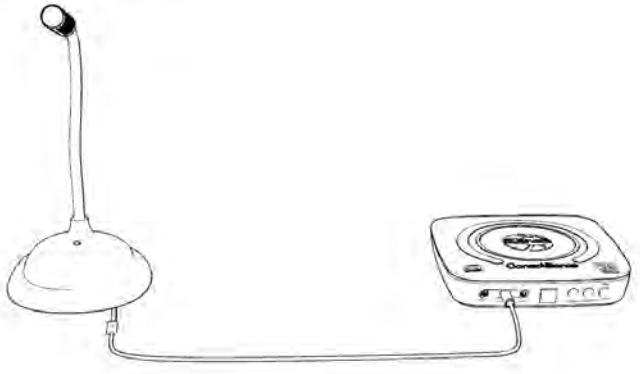
7.4 Record live commentary or voice-over

ClonerAlliance UHD Pro Max can capture and mix dual audio channels coming from game console and your microphone. Capture your live commentary with the microphone jack, which is built into ClonerAlliance UHD Pro Max. Plug a microphone and then capture your gameplay with your live voice!



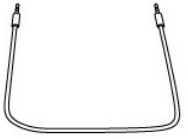
- Connect MIC

It is compatible with most 3.5mm audio standard MICs, you can mix your voice into source video.

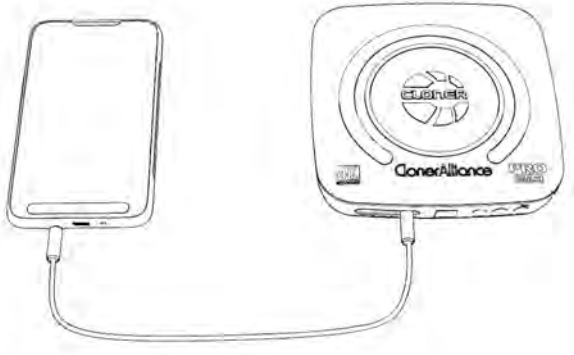


- Connect Line in

Line in socket is compatible with 3.5mm audio connector, such as audio mix device, mp3 players and cell phones.



You can easily mix audio via “Line in” by using 3.5mm audio cable connected to audio devices.



After connected audio device to “Line in”, it will directly mix audio to HDMI embedded audio. It also can be monitored from “Aux” port when connect audio output devices to it such as headphone.

AUDIO RECORDING AND EXTRACTION

The ClonerAlliance UHD Pro Max offers advanced audio recording and extraction capabilities, allowing users to capture high-quality audio directly from HDMI, as well as mix additional audio sources. This section explains the audio recording features, including HDMI audio extraction, audio format options, and mixed audio recording.

8.1 HDMI Audio Recording and Extraction

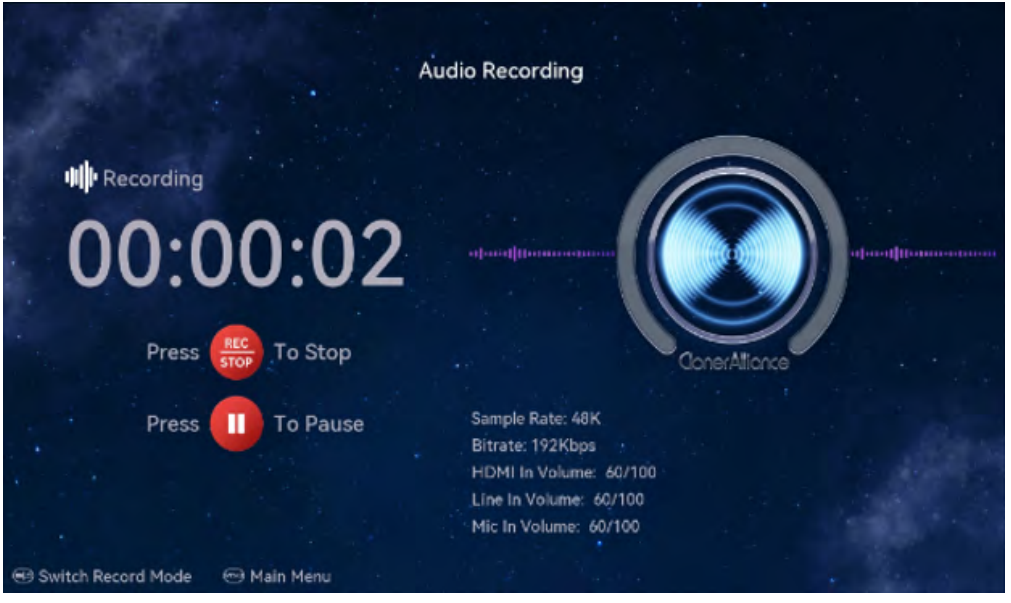
The ClonerAlliance UHD Pro Max enables direct audio recording from HDMI sources, capturing the audio alongside video or as an independent audio file. This feature is ideal for users who wish to save high-fidelity audio tracks from HDMI devices, such as game consoles, TV boxes, or cameras.

- **MP3 Format**: HDMI audio can be saved in MP3 format, making it easy to store, share, and play on most devices.
- **High Bitrate**: Audio can be recorded at bitrates up to 320kbps, ensuring high-quality sound with minimal compression loss.
- **Standalone Audio Recording**: Users can choose to record only the audio track without the video, useful for preserving soundtracks, commentaries, or audio from presentations.

8.2 Mixed Audio Recording

The ClonerAlliance UHD Pro Max supports mixed audio recording, allowing you to combine audio from multiple sources. This feature is beneficial for content creators who need to add live commentary or background music to recordings.

- **Line In and Mic In**: Connect additional audio sources via the Line In or Mic In ports to include external audio in the recording.
- **AUX Audio**: AUX audio input allows connection from external audio devices, such as a phone or music player, to add background music or other sounds.
- **Audio Settings**: Adjust the volume levels of each audio source independently to create a balanced audio mix.



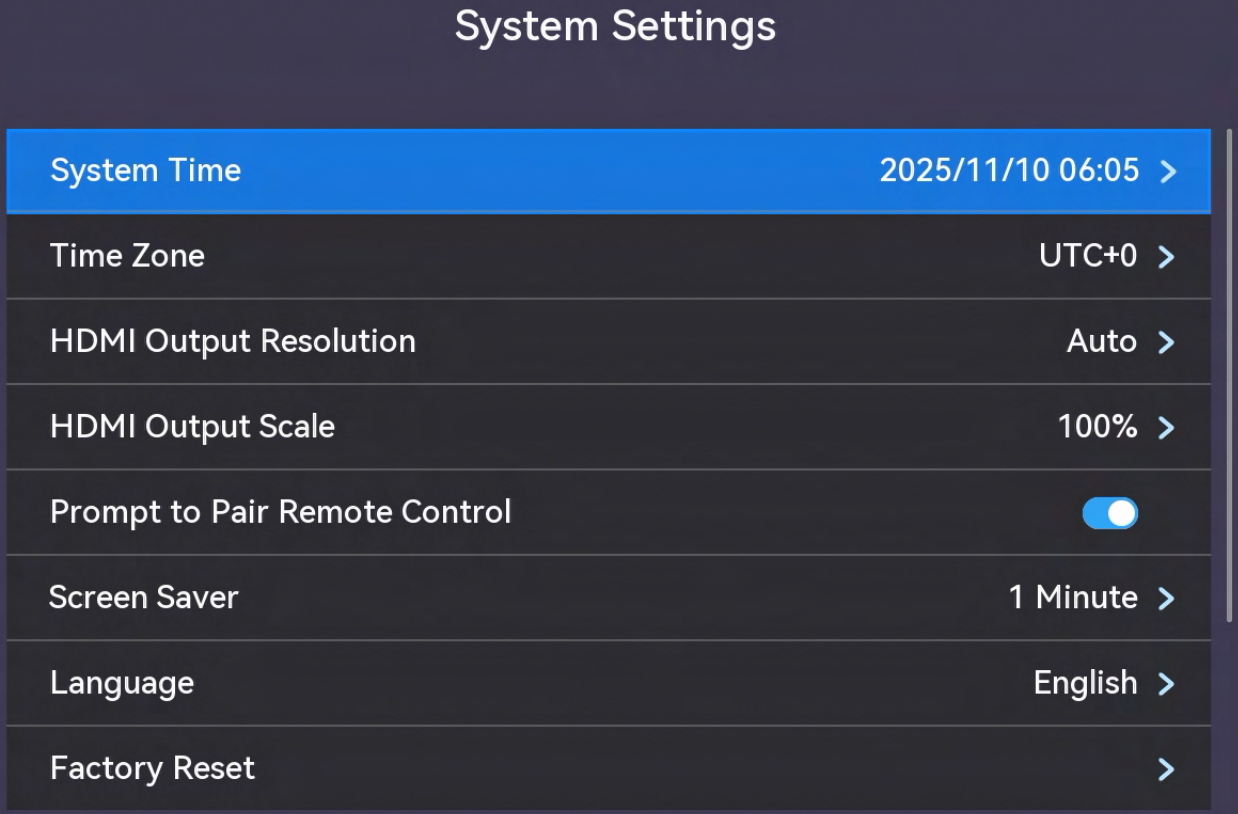
8.3 Audio Playback

The ClonerAlliance UHD Pro Max also includes an audio playback feature, allowing users to review recorded audio files directly on the device. This is useful for quick audio checks without needing to transfer files to another device.

- **MP3 Playback**: Play recorded MP3 audio files on the device, accessible through the on-screen menu.
- **Playback Controls**: Use the remote control to play, pause, and navigate through audio tracks, ensuring recordings meet your quality expectations.

9.1 Set the system time

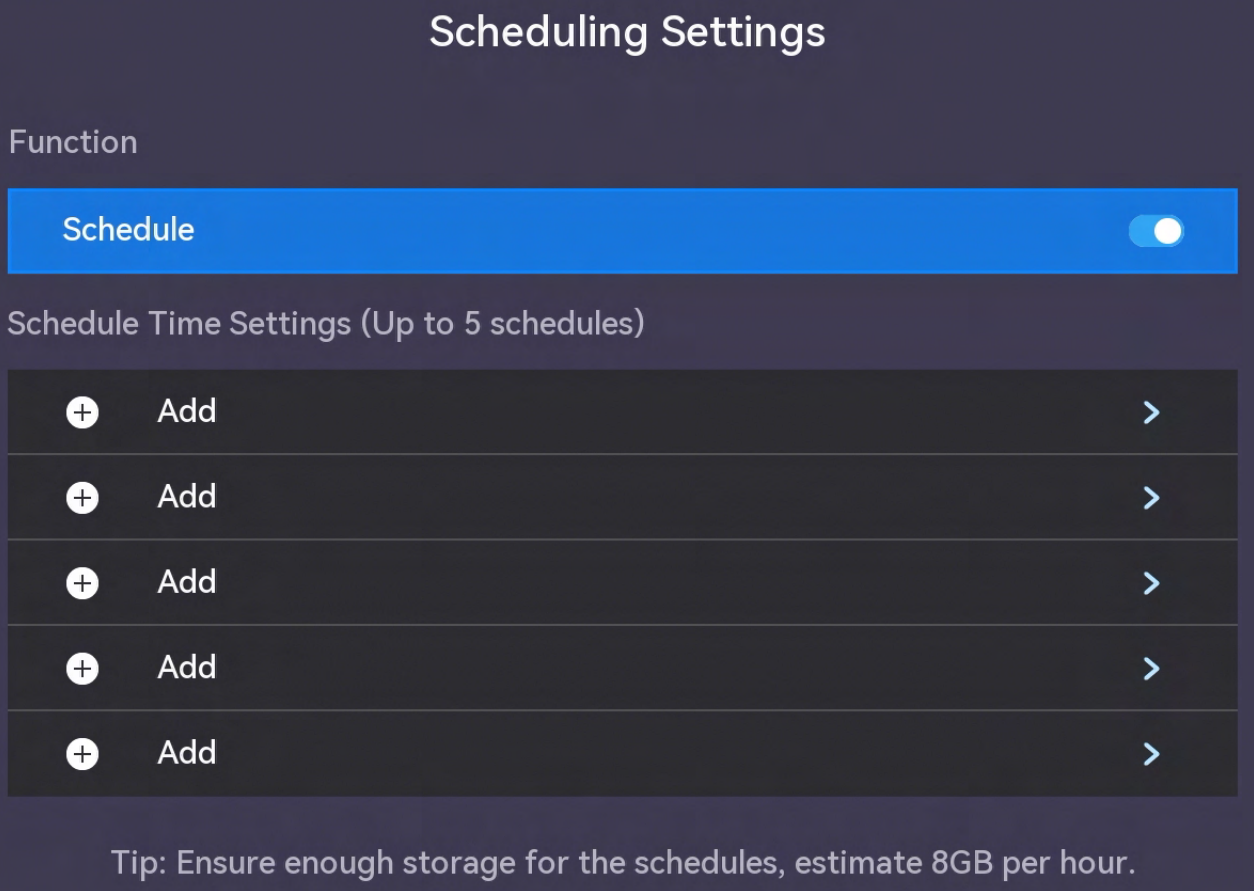
Press the “MENU” button on the remote control. Select “System Settings” on the OSD menu. Set the “System time” by using the four arrow buttons on the remote control. Then press the “OK” button on remote to save it. Then press the “BACK” button on the remote to exit the “System Settings”.


System Settings
System Time
2025/11/10 06:05
Time Zone
UTC+0
HDMI Output Resolution
Auto
HDMI Output Scale
100%
Prompt to Pair Remote Control
Screen Saver
1 Minute
Language
English
Factory Reset

9.2 Set the schedule

Go into the “Schedule Settings, toggle the scheduling feature on, add and configure up to five scheduled recordings, setting start time, stop time, and frequency.

Storage Tip: Ensure adequate storage space (estimated 8GB per hour of 4K recording)


Scheduling Settings
Function
Schedule
Schedule Time Settings (Up to 5 schedules)
Add
Add
Add
Add
Add
Tip: Ensure enough storage for the schedules, estimate 8GB per hour.

Then ClonerAlliance UHD Pro Max will start to record videos automatically at the scheduled time.

Note: If you want to record certain TV channel’ s video, do select the TV channel first.

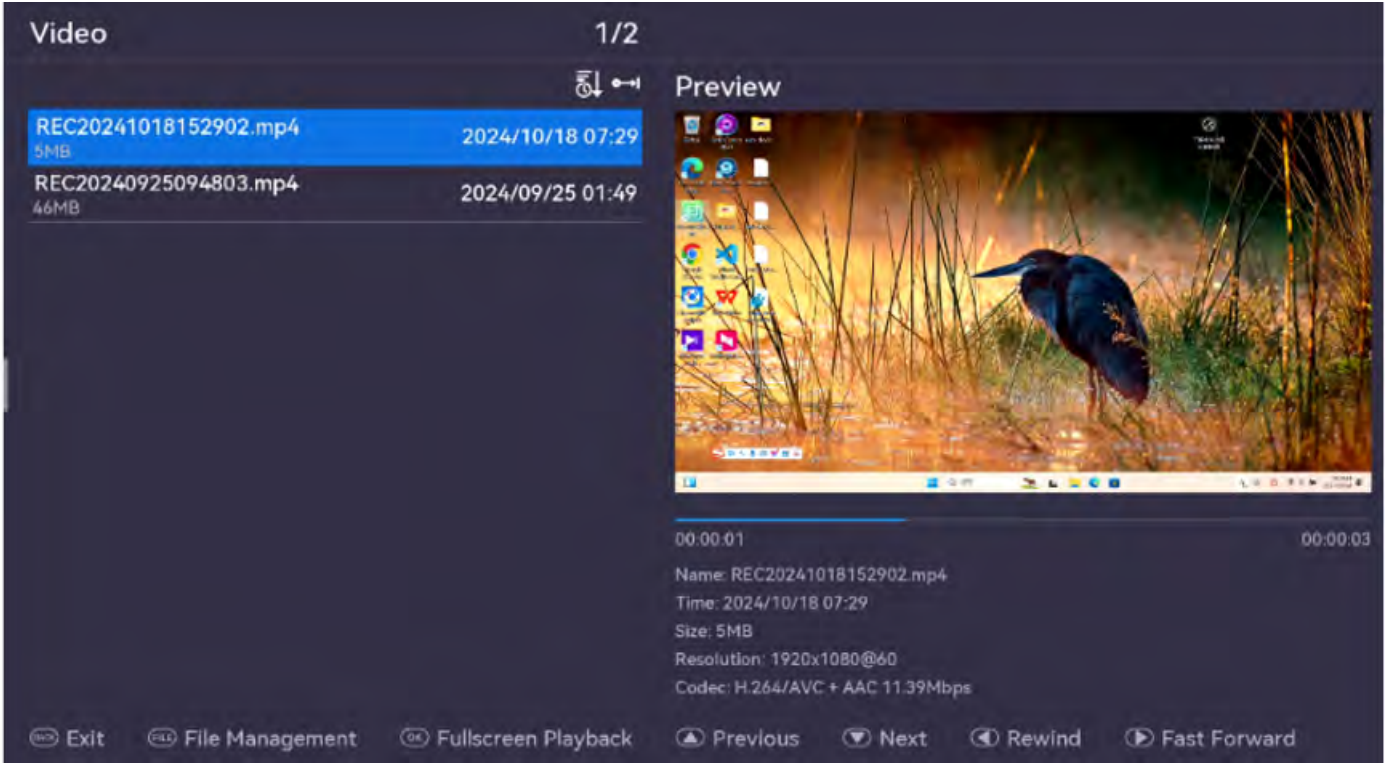
10.1 Playback the Recorded media files on ClonerAlliance UHD Pro Max directly

- Connect

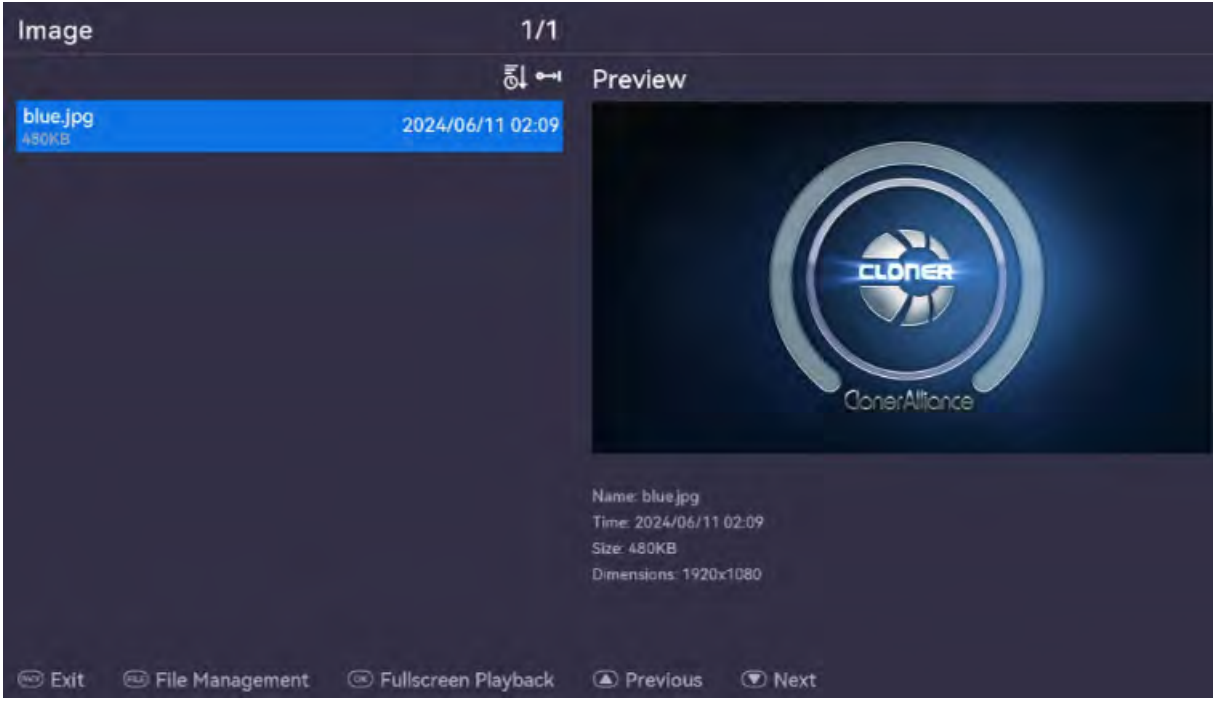
1. Connect the video player to “IN” port on ClonerAlliance UHD Pro Max via an HDMI cable.
2. Connect ClonerAlliance UHD Pro Max from “OUT” port to TV or monitor via an HDMI cable.
3. Plug the TF card or USB storage device into ClonerAlliance UHD Pro Max.
4. Plug the power adapter into the power socket and plug the other end into the 12V/1A port of ClonerAlliance UHD Pro Max.

After all devices are connected properly, press the “VIDEO” or “IMAGE” or “AUDIO” button on the remote control to enter the playback menu interface. You will see the file list.

- Video playback



- Image playback



- Audio playback

- File management

  In the playback menu (Video, Image, or Audio), press the “File” button on the remote control to open the **File Management** menu, which provides the following options:

  – **Sorting**: Sort the recorded files (for example, by name or by time).
  – **Repeat**: Set the repeat/playback mode.
  – **Search**: Search for a recorded file by name.
  – **Rename**: Rename the selected recorded file.

  - **Delete**: Delete the selected recorded file.

- Fullscreen playback

  Select your desired file by using the four arrow buttons on the remote control. You can preview the files and press “OK” button to fullscreen playback.

- ATTENTION

  If you got similar situations as below, please click here to reformat your USB external hard drive, the issue can be fixed immediately.

  1. When using ClonerAlliance UHD Pro Max, you cannot use the remote to playback the recorded video after recording. To be more specific, you can use ClonerAlliance UHD Pro Max to record videos successfully, but you can’t playback it with the remote.
  2. During the process of recording, ClonerAlliance UHD Pro Max stops recording abnormally.

- Quick solutions

  If you got problems in the process of playback, please try the steps below:

1. Please make sure that your USB stick/external hard drive works well. You can change another one to confirm it or format it to resolve it.
2. Please adjust resolution to test again.
3. If the methods don’t work, refer to the link above to format your USB stick/external hard drive to fix it.

10.2 Playback the Recorded media files on TV

- Connect

1. Plug the USB flash drive to the USB socket of a smart TV which has built-in media file playback function.
2. Power on the smart TV

- Steps

1. After files are successfully saved to USB flash drive, plug the USB flash drive to the USB socket of a smart TV which has built-in media file playback function.

2. Launch USB device on smart TV, then playback the files ClonerAlliance UHD Pro Max recorded.

10.3 Playback/Edit the Recorded media files on PC

- Connect

1. Plug the USB flash drive to the USB socket of PC.
2. Launch USB flash drive on PC.

- Steps:

1. Playback the recorded video files with VLC media player.

Please download VLC media player software and install it on your PC first.

See details about *Install VLC player (Windows, Mac, and Linux Users)*

2. Edit the recorded video files with MP4-Cloner

Please download MP4-Cloner software and install it on your PC first.

See details about *Install and register MP4-Cloner (Windows Users)*

PC CONNECTIVITY AND UVC SUPPORT

The ClonerAlliance UHD Pro Max supports high-speed USB connectivity and UVC (USB Video Class) protocol, making it compatible with multiple operating systems and a range of video applications. This functionality enables seamless recording, playback, and live streaming directly to a PC, providing flexibility for users who wish to manage their recordings on a computer.

11.1 Connecting to a PC

The ClonerAlliance UHD Pro Max connects to a PC using the included USB Type-C to USB Type-A cable, functioning as a USB 3.0 UVC video capture device for live video capture and streaming.

- **USB 3.0 Speed**: The USB 3.0 interface delivers high-bandwidth, low-latency video capture to the PC.
- **Plug-and-Play Capture**: Once connected, the device is recognized as a standard UVC capture source, ready for recording or streaming in your preferred PC software.

Note: The TO PC connection is a UVC video-capture interface only. It does not expose the device’s storage as a disk or card reader, so the recorded files on the storage device cannot be browsed or managed from the PC through this connection. To search, rename, delete, or sort your recordings, use the on-device File Management feature. See *File Management*.

11.2 UVC (USB Video Class) Support

UVC support makes the ClonerAlliance UHD Pro Max highly compatible with a variety of operating systems and software, allowing it to function as a plug-and-play video capture device.

- **Multi-OS Compatibility**: Compatible with Windows, macOS, and Linux, allowing users on different systems to utilize the device easily.
- **No Additional Drivers Required**: The UVC protocol allows the device to be recognized automatically by compatible software without the need for additional drivers.
- **Streaming Software Compatibility**: Works seamlessly with popular streaming and video conferencing software, such as OBS, Zoom, and VLC, for live streaming, recording, or video meetings.

11.3 USB Camera Support

The ClonerAlliance UHD Pro Max supports USB cameras, allowing it to record and capture video directly from USB webcams or other USB camera devices.

- **Direct USB Camera Input**: Connect a USB camera to the device and capture video in real-time.
- **Versatile Recording Options**: Record video from the USB camera using the device’s standard recording modes, giving users flexible options for video capture.

- **Ideal for Online Content Creation**: This feature is ideal for streamers and content creators who want to use external USB cameras with ClonerAlliance UHD Pro Max for high-quality video production.

11.4 Applications and Use Cases

With PC connectivity and UVC support, the ClonerAlliance UHD Pro Max offers a range of applications for different scenarios:

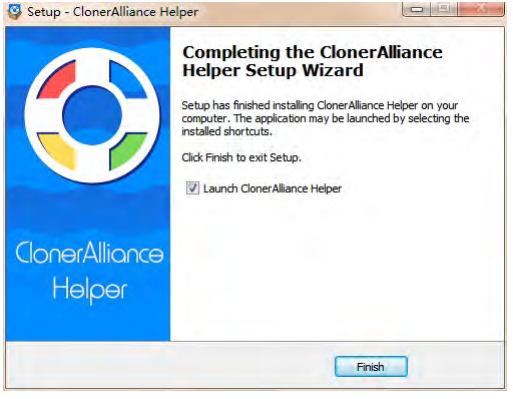
- **Live Streaming**: Stream live video directly from the ClonerAlliance UHD Pro Max using software like OBS or Streamlabs.
- **Video Conferencing**: Use the device for high-quality video input on Zoom, Teams, and other conferencing platforms.

12.1 Install and register ClonerAlliance Helper (Windows Users)

1. Install ClonerAlliance Helper

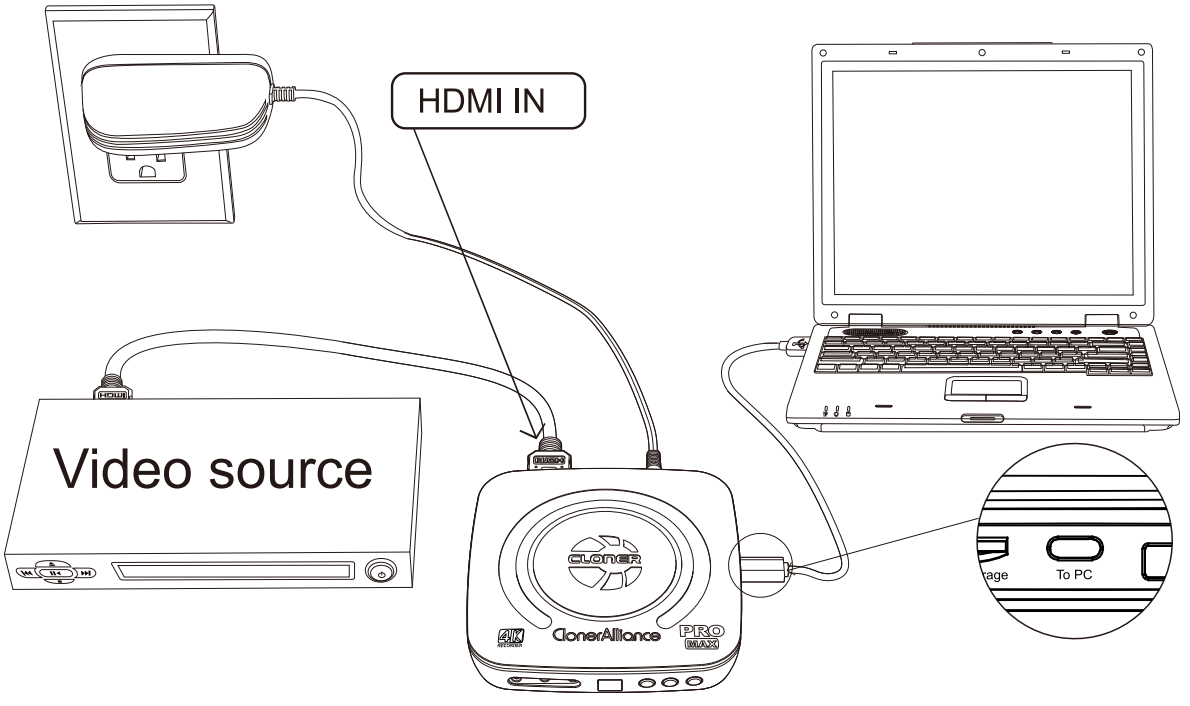
Note: Prior to installing ClonerAlliance Helper, please make sure you are using Windows 7 or later versions and your PC is equipped with USB 2.0 or 3.0 port.

- Download ClonerAlliance Helper 32bit software from https://static.cloner-alliance.com/download/cloneralliance-helper.exe
- Download ClonerAlliance Helper 64bit software from https://static.cloner-alliance.com/download/cloneralliance-helper-x64.exe
- Double click the installation file and the setup wizard window will pop up. Follow the installation wizard to complete the installation process. You do not have to restart your computer after the installation is complete.

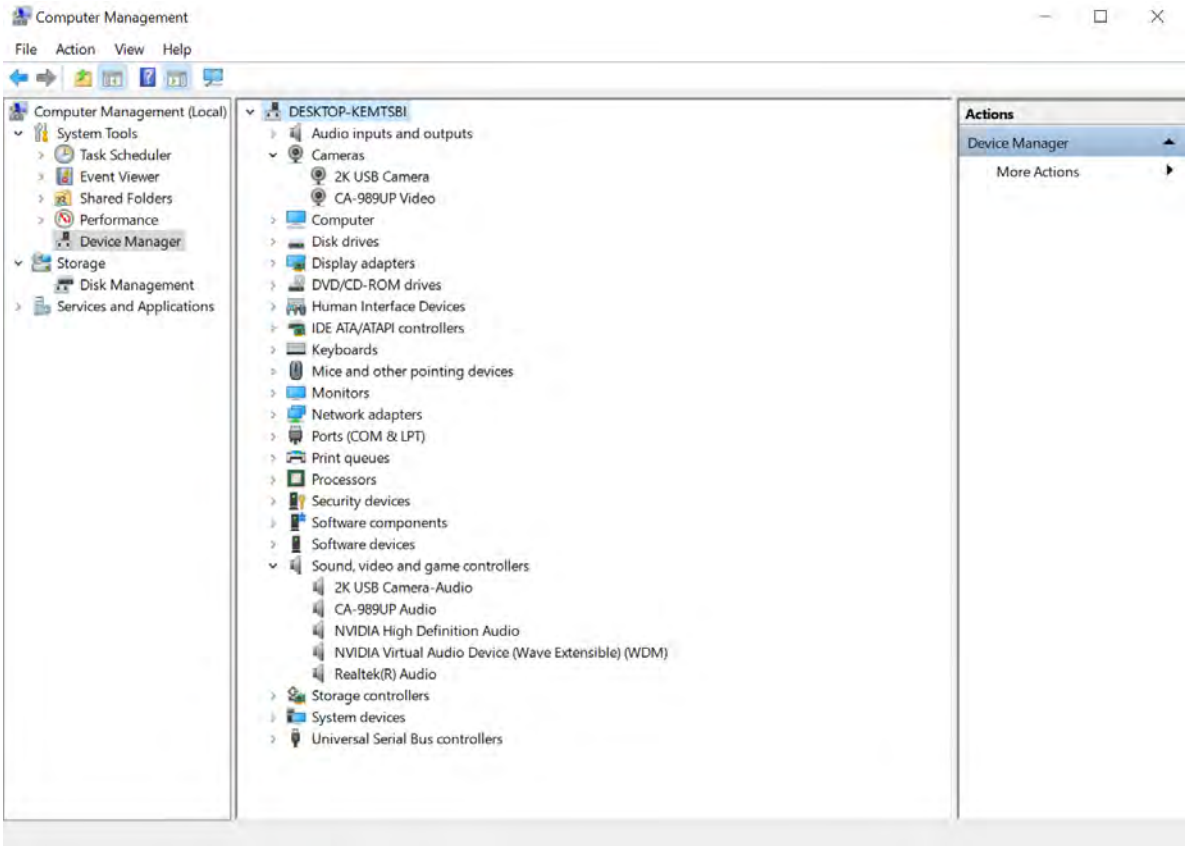


- Connect ClonerAlliance UHD Pro Max with other devices.

1. Connect the video player to the “IN” port on ClonerAlliance UHD Pro Max via an HDMI cable.
2. Plug the power adapter into the power socket and plug the other end into the 12V/1A port of ClonerAlliance UHD Pro Max.
3. Connect the USB Type-C to USB-A cable between the “To PC” port of ClonerAlliance UHD Pro Max and the USB port of PC.

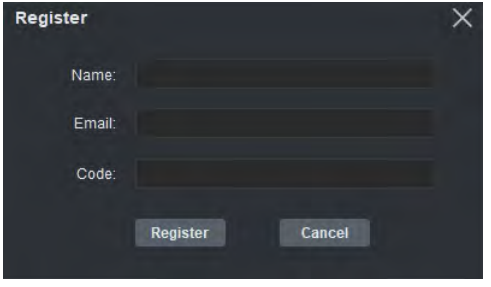


After all devices have been connected properly, please power on all connected devices. The Windows operating system will prompt “Found a new hardware” and install the driver automatically. Please make sure ClonerAlliance UHD PRO Max is connected successfully and appears in the Device Manager.



2. Register ClonerAlliance Helper

Please register ClonerAlliance Helper first before using, otherwise it can only be used for 7 days. Launch ClonerAlliance Helper. Click ”Input registration code” button in the auto pop-up Register window. Fill in your proper Email address, real name and code. Then click ”OK” to finish the registration.



Scan the QR code below or visit https://www.cloner-alliance.com/register/ to get your registration code of ClonerAlliance Helper. The S/N of ClonerAlliance UHD Pro Max is in the form of CXXXXXXXXX.

(a)
Click.Here

For more details about registering ClonerAlliance Helper, visit here to read step by step instructions.

12.2 Install and register MP4-Cloner (Windows Users)

1. Install MP4-Cloner

MP4-Cloner is a versatile program to edit MP4 video files recorded with our video capture tool. It enables you to trim, combine, convert and burn your MP4 videos.

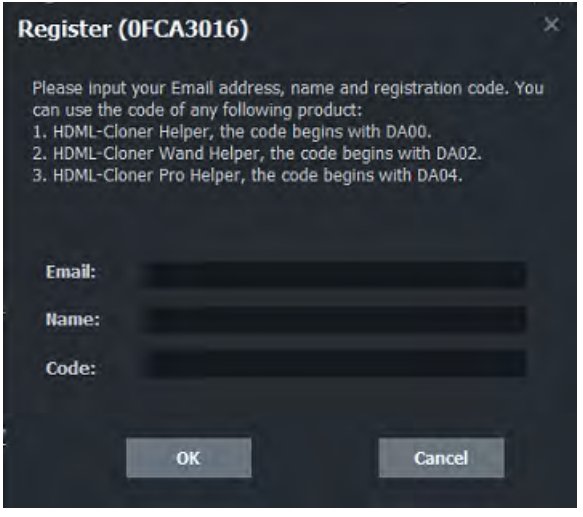
- Download MP4-Cloner software from https://static.cloner-alliance.com/download/mp4-cloner.exe
- Double click the installation file and the setup wizard window will pop up. Follow the installation wizard to complete the installation process.

Note: Prior to installing MP4-Cloner, please make sure you are using Windows 7 or later versions and your PC is equipped with USB 2.0 or 3.0 port.

2. Register MP4-Cloner

Once ClonerAlliance Helper is registered successfully, then MP4-Cloner will be registered automatically at the same time

(Click on the “i” button of MP4-Cloner, and you can check the registration information).



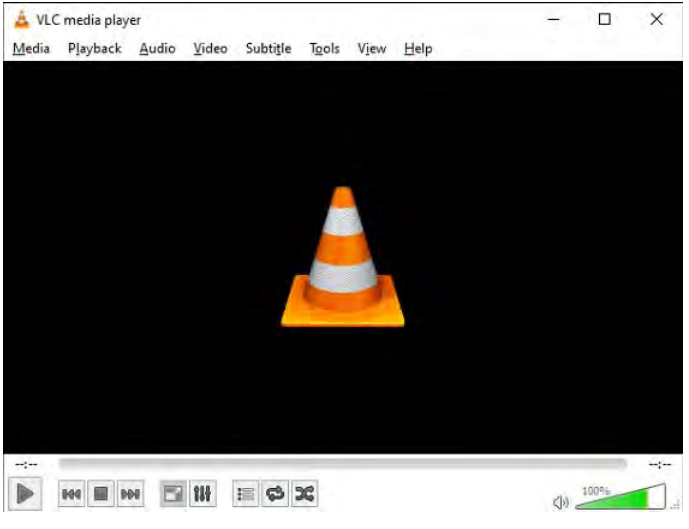
For more details about registering bundled software of ClonerAlliance products, visit here to read step by step instructions.

12.3 Install VLC player (Windows, Mac, and Linux Users)

VLC is a free and open source cross-platform multimedia player and framework that plays most multimedia files as well as DVDs, Audio CDs, VCDs, and various streaming protocols. Download and start streaming quickly and easily on Windows, Mac or Linux.

Please install VLC and run it on your computer.

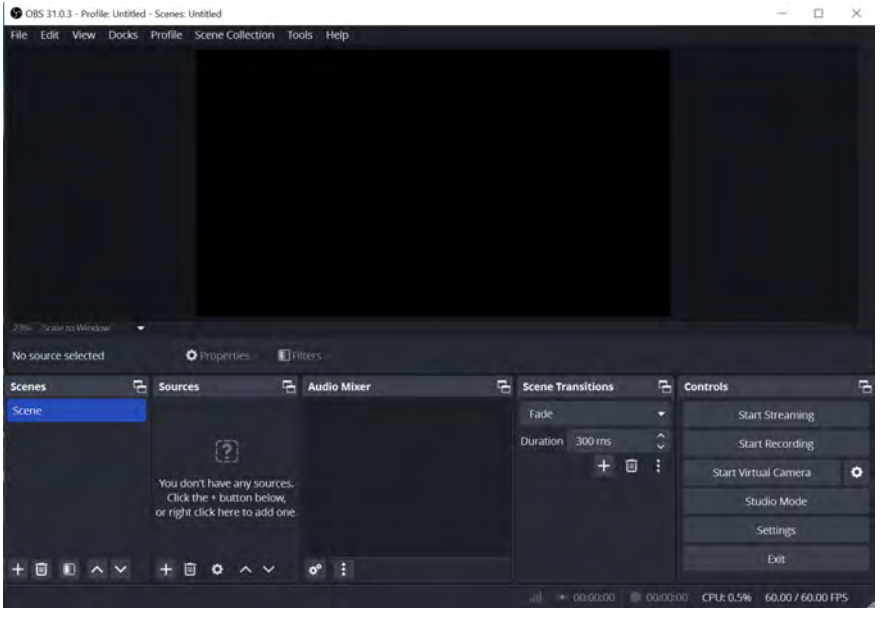
Tip: You can click here to download VLC.



12.4 Install OBS Studio

Please install Open Broadcaster Software (OBS Studio) and run it on your computer. If you are Mac/Linux users, please download OBS Mac/Linux version accordingly.

Tip: You can click here to download Open Broadcaster Software (OBS Studio).



13.1 Install Software

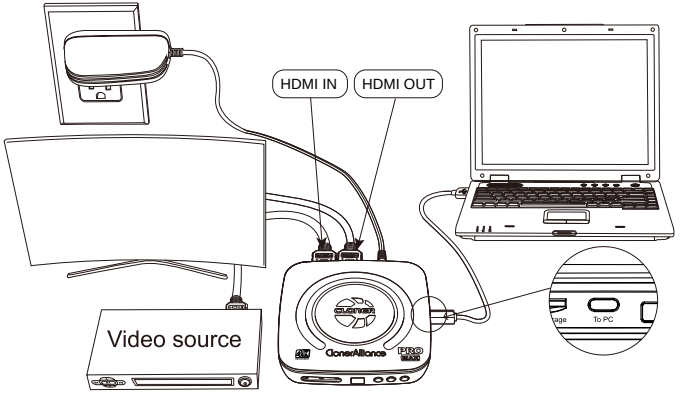
- **ClonerAlliance Helper**

  Please download ClonerAlliance Helper software and install it on your PC first. See details about *Install and register ClonerAlliance Helper (Windows Users)*

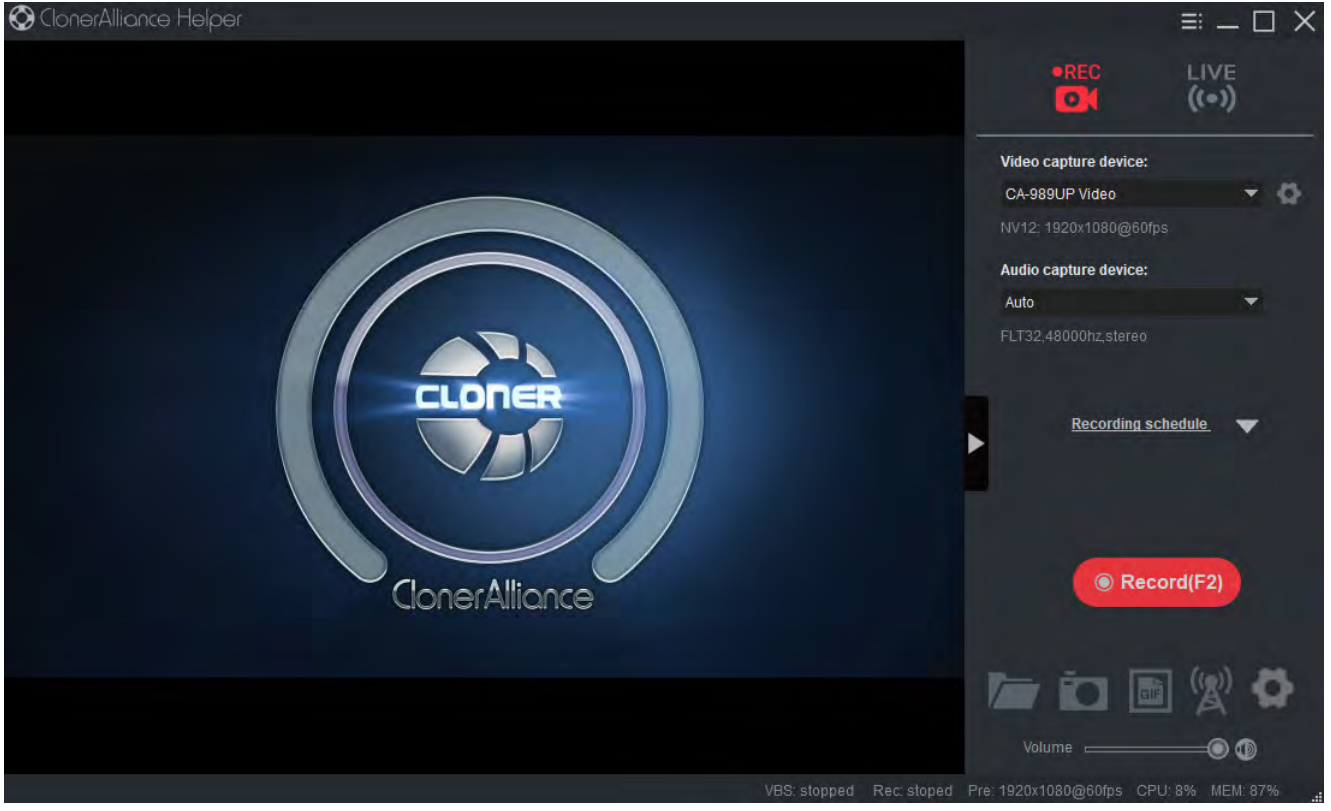
- **MP4-Cloner**

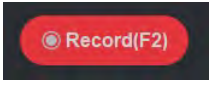
  Please download MP4-Cloner software and install it on your PC first. See details about *Install and register MP4-Cloner (Windows Users)*

13.2 Record/Capture videos on PC

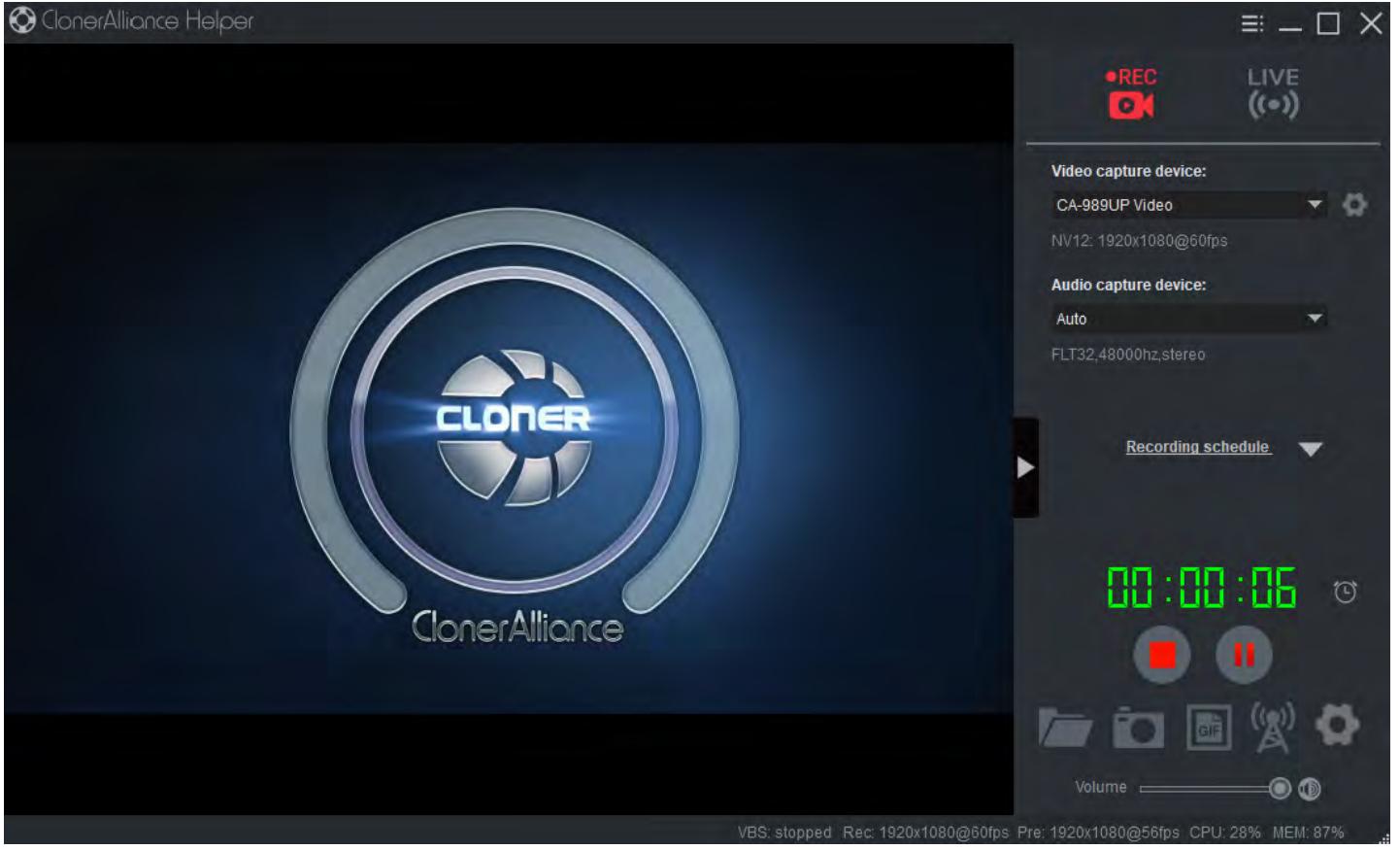


1. After all devices are connected properly, power on the video source device and launch ClonerAlliance Helper on PC.
2. If everything is ok and you will see the image of the video source as below:



3. Click 

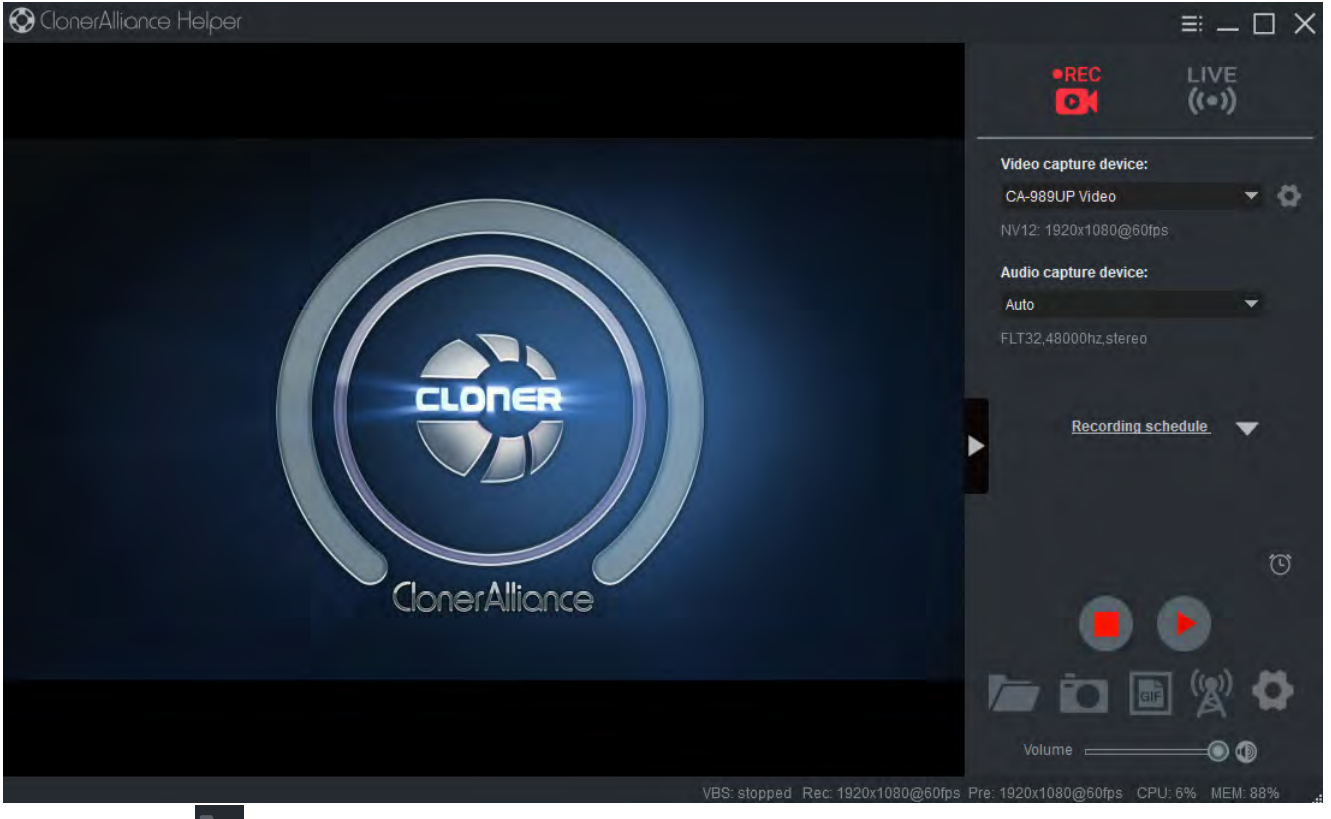
to start recording.



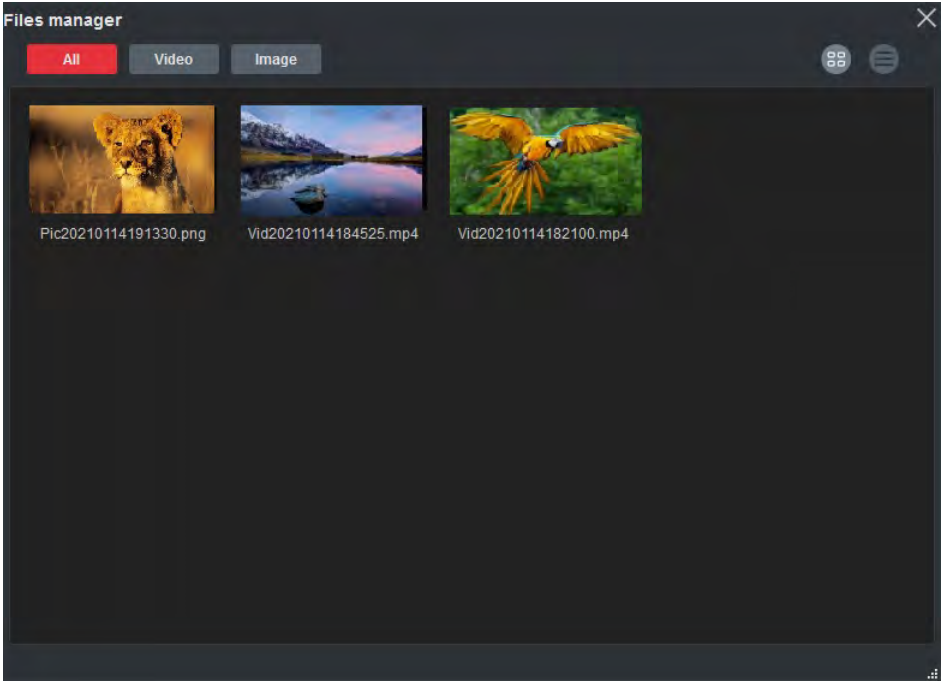
Software interfaces may vary depending on the version.

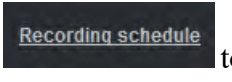
4. Click to stop recording.

Tip: During recording, you can also click to pause at anytime. When you want to resume, please click to continue recording. Besides, you can Click to take screenshots, click to capture GIF animation.

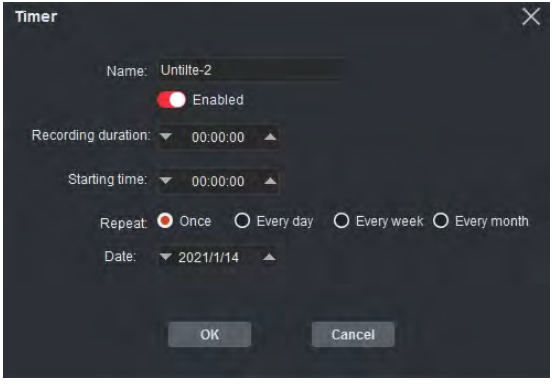


5. After recording, click to view the captured files, then double click the files to play back directly.

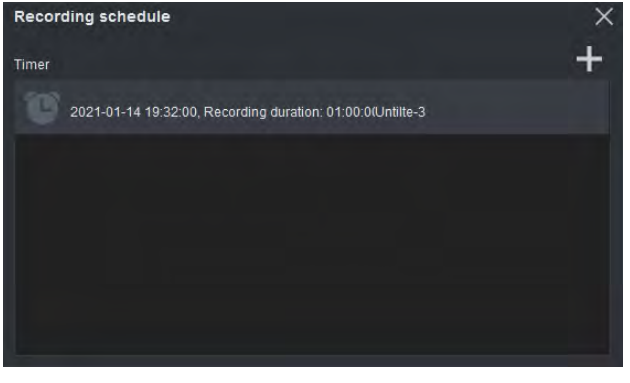


6. ClonerAlliance Helper also supports recording videos at the scheduled time. Click 

to enter the ”Setup” window. Then click the ”+” button.



Please enable schedule recording first, and set the recording duration, starting time and repeat mode for schedule recording. Then click ”OK”. Then videos will be recorded automatically at the scheduled time.



13.3 Trim video files on PC

•**Step 1:**

Launch MP4-Cloner and click on the “Trim” button.

•**Step 2:**

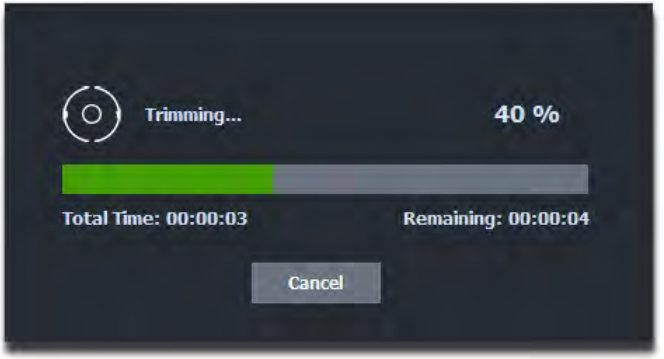
Click on the “Add” button to add a MP4 video. Set the start and end time and then click on the “Start” button.

•Step 3:

Affirm the configuration. Click on the “Browse” button to set the video name and saving path. You can choose the audio codec from Keep AAC, AC3 and MP3.

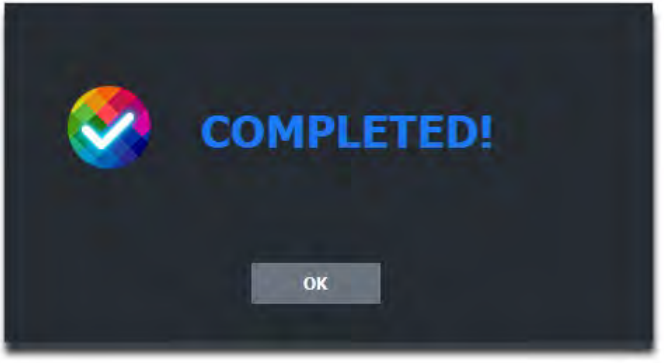
•**Step 4:**

It will start trimming.



•**Step 5:**

Completed!



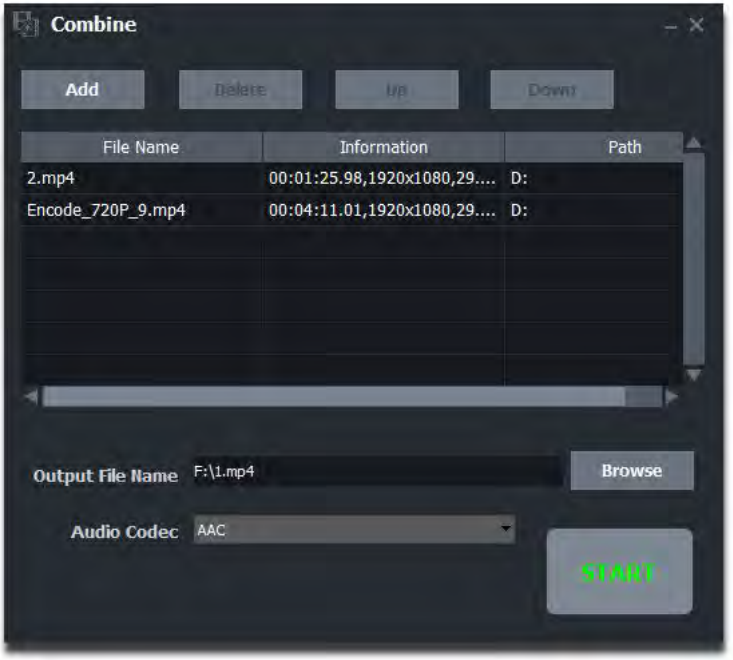
13.4 Combine video files on PC

•**Step 1:**

Launch MP4-Cloner and click on the “Combine” button.

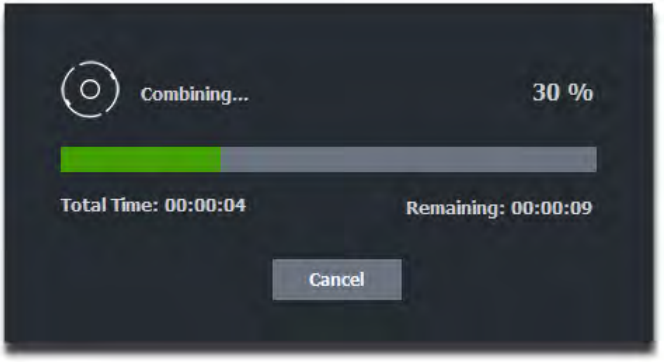
•**Step 2:**

Click on the “Add” button to add at least two MP4 videos to the list and click on the “Browse” button to set the video name and saving path. Then select the audio codec from AAC, AC3 and MP3 and then click on the “Start” button.



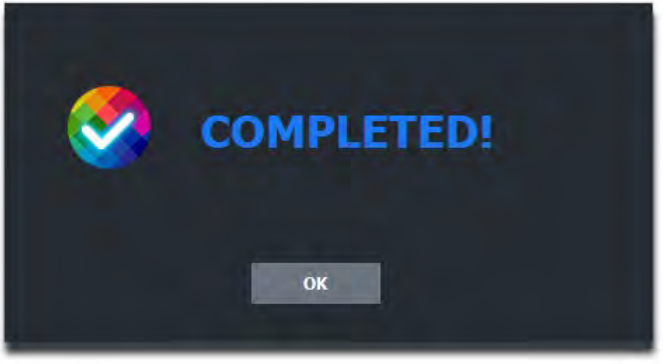
•Step 3:

It will start combining.



•**Step 4:**

Completed!



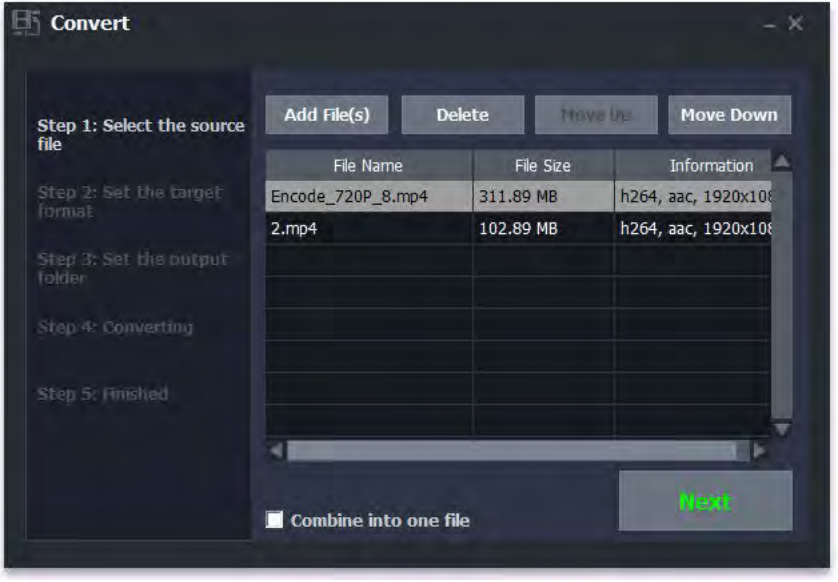
13.5 Convert video files on PC

•**Step 1:**

Launch MP4-Cloner and click on the “Convert” button.

•**Step 2:**

Click on the “Add File(s)” button to add one or more MP4 videos to the list and then click on the “Next” button.



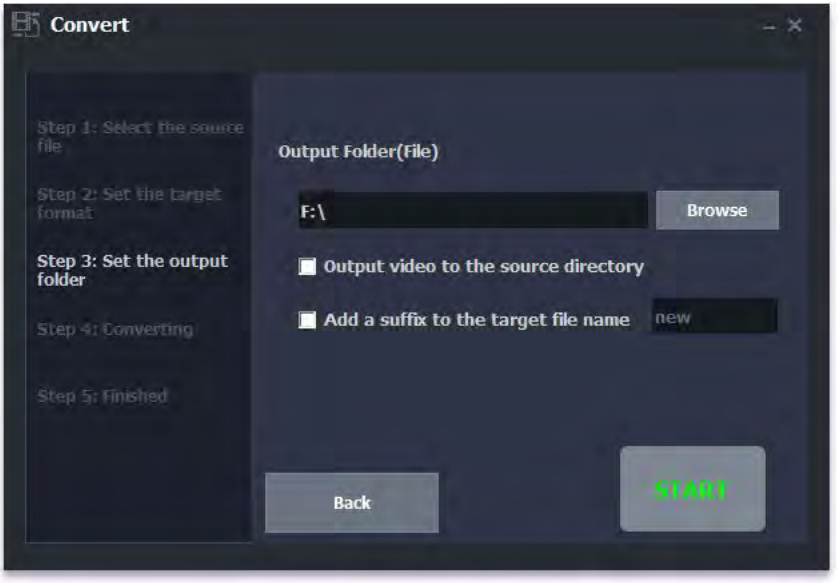
Note: If you add two or more MP4 videos, the option “Combine into one file” at the bottom will be available. This feature enables you to combine the converted videos into one video. You can select to use it or just ignore it.

•Step 3:

Set the target format. You can set the parameters here and then click on the “Next” button.

•Step 4:

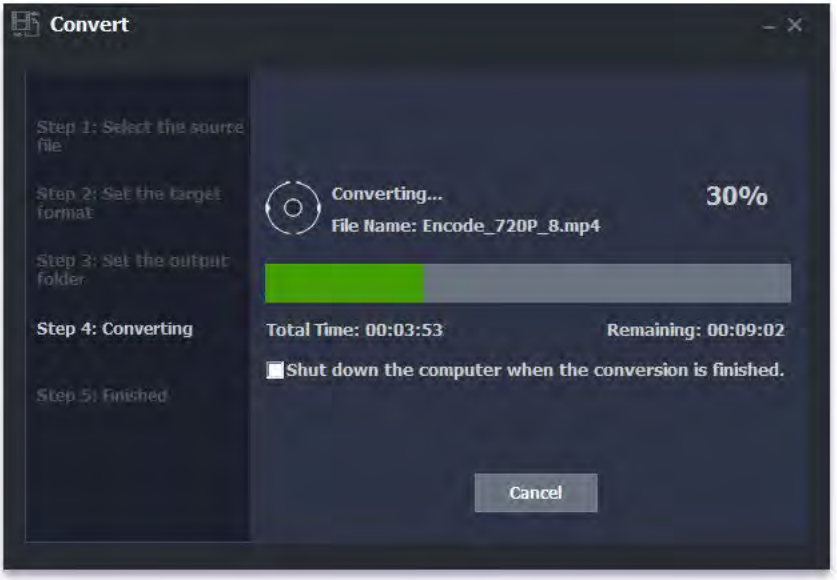
Set the output folder. Click on the "Browse" button to choose the video saving path and then click on the "Start" button.



Note: On this window, there is an option "Output video to the source directory". If you check this option, the video will be saved to the source directory. To avoid the same file name, the option "Add a suffix to the target file name" will be also checked automatically to differentiate the target video and source video.

•**Step 5:**

It will start converting.



Note: If you’d like to shut down your computer after the conversion is completed, please close all the other programs and select “Shut down the computer when the conversion is finished”.

•**Step 6:**

Completed!

PREVIEW VIDEOS FOR LIVE STREAMING

You can use ClonerAlliance UHD Pro Max in ClonerAlliance Helper to preview/record/livestream videos, or you can also use OBS Studio, which is a popular open source software for video recording and live streaming.

14.1 Connection Guide of ClonerAlliance UHD Pro Max

1. Connect the video player to IN port on ClonerAlliance UHD Pro via an HDMI cable.
2. Connect the USB Type-C to USB-A cable between the “To PC” port and the USB port of PC.
3. Plug the power adapter into the power socket and plug the other end into the 12V/1A port of ClonerAlliance UHD Pro Max.

14.2 Install ClonerAlliance Helper or OBS Studio

For Windows users, ClonerAlliance Helper or third party software like OBS, VLC, etc can be used with ClonerAlliance UHD Pro Max.

For Mac or Linux users, please download third party software like OBS Mac/Linux version accordingly to work with ClonerAlliance UHD Pro Max.

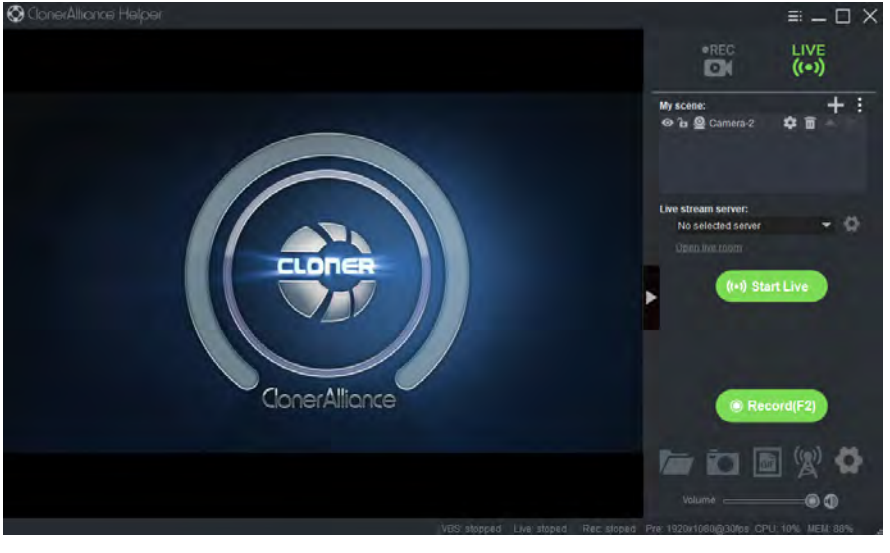
You may make a selection according to your own demand.

See details about *Install and register ClonerAlliance Helper (Windows Users)*

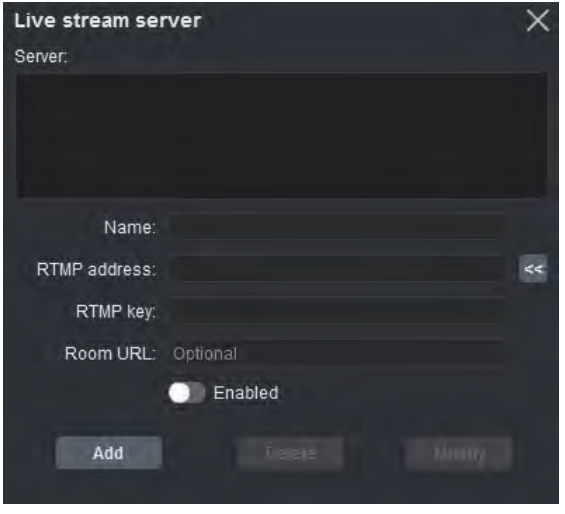
See details about *Install OBS Studio*

14.3 Setting for live stream in ClonerAlliance Helper (Windows)

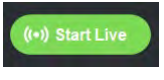
1. Run ClonerAlliance Helper software.

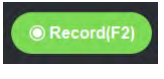


2. Please click to setup live stream server:



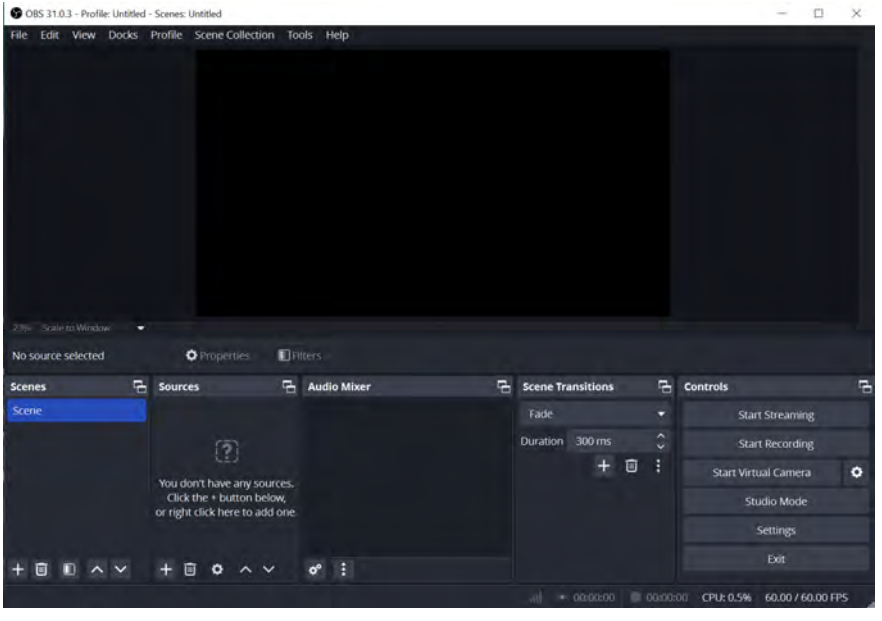
Then click ”Add” to confirm settings and add a live stream server.

3. Please click  to start live streaming.

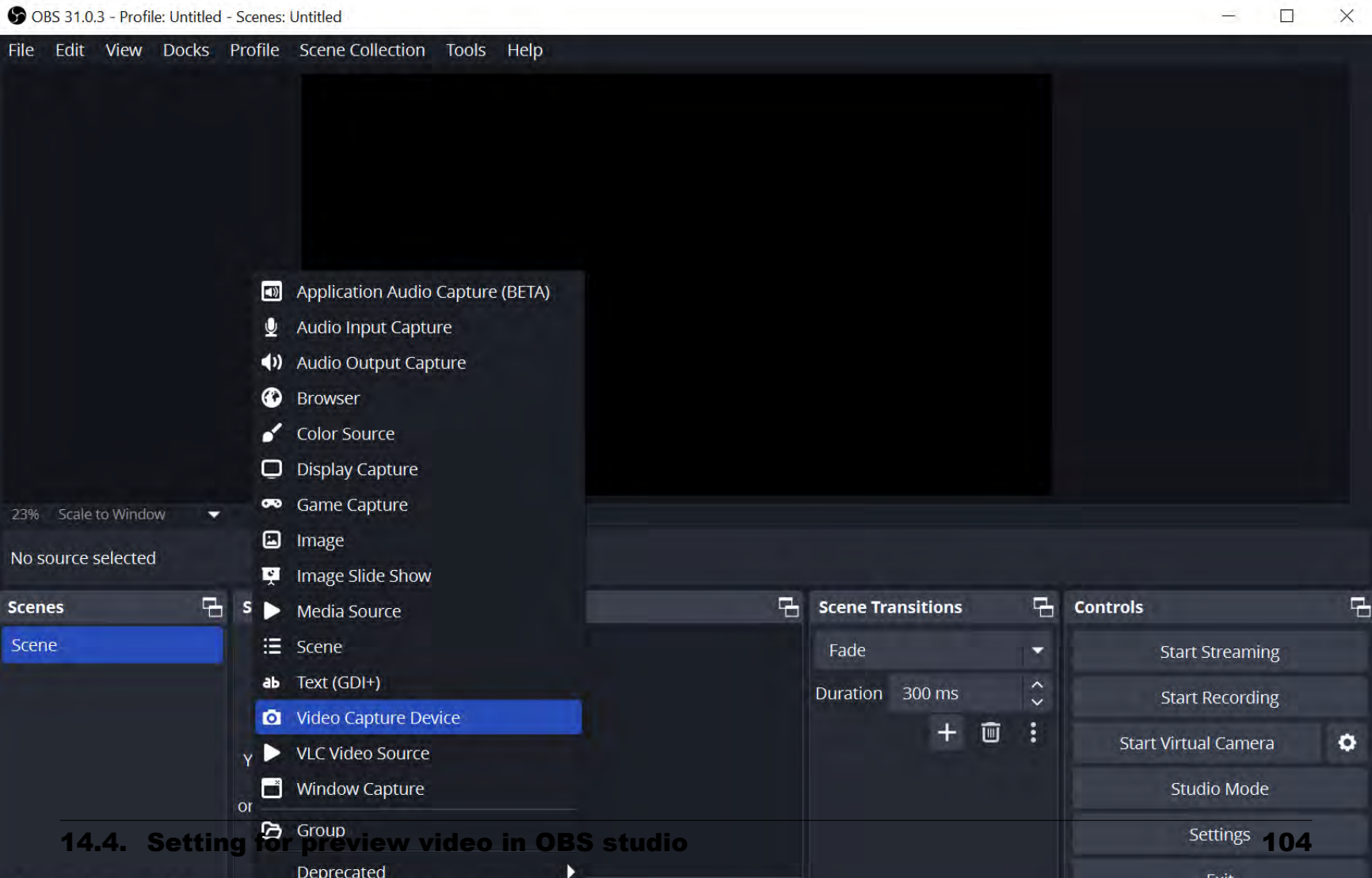
4. At the same time, you also can click  to capture the streaming videos.

14.4 Setting for preview video in OBS studio

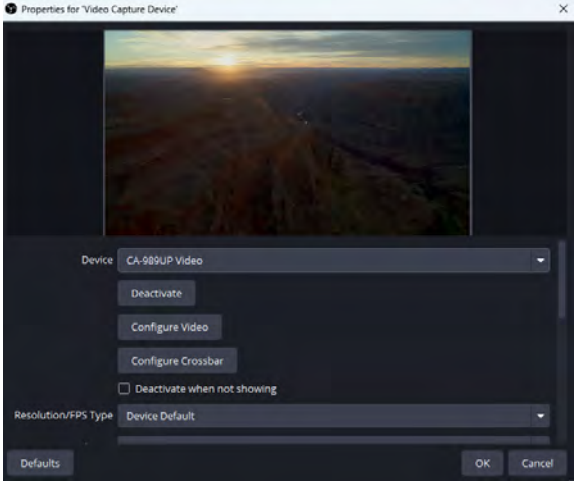
1. Run Open Broadcaster Software (OBS Studio).

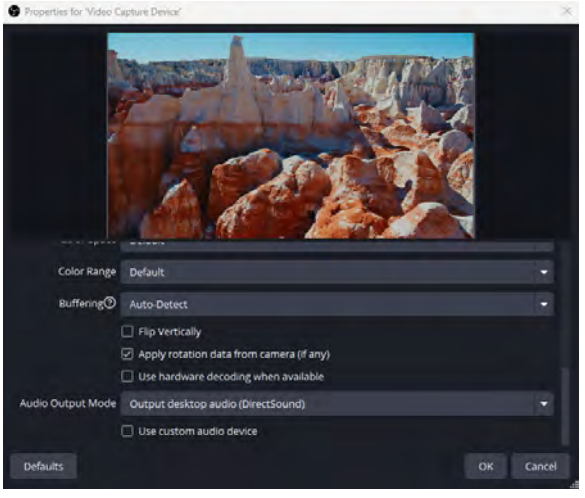


2. Please click “+” below “Sources” and select “Video Capture Device” from the pop-up menu, then click “OK”.

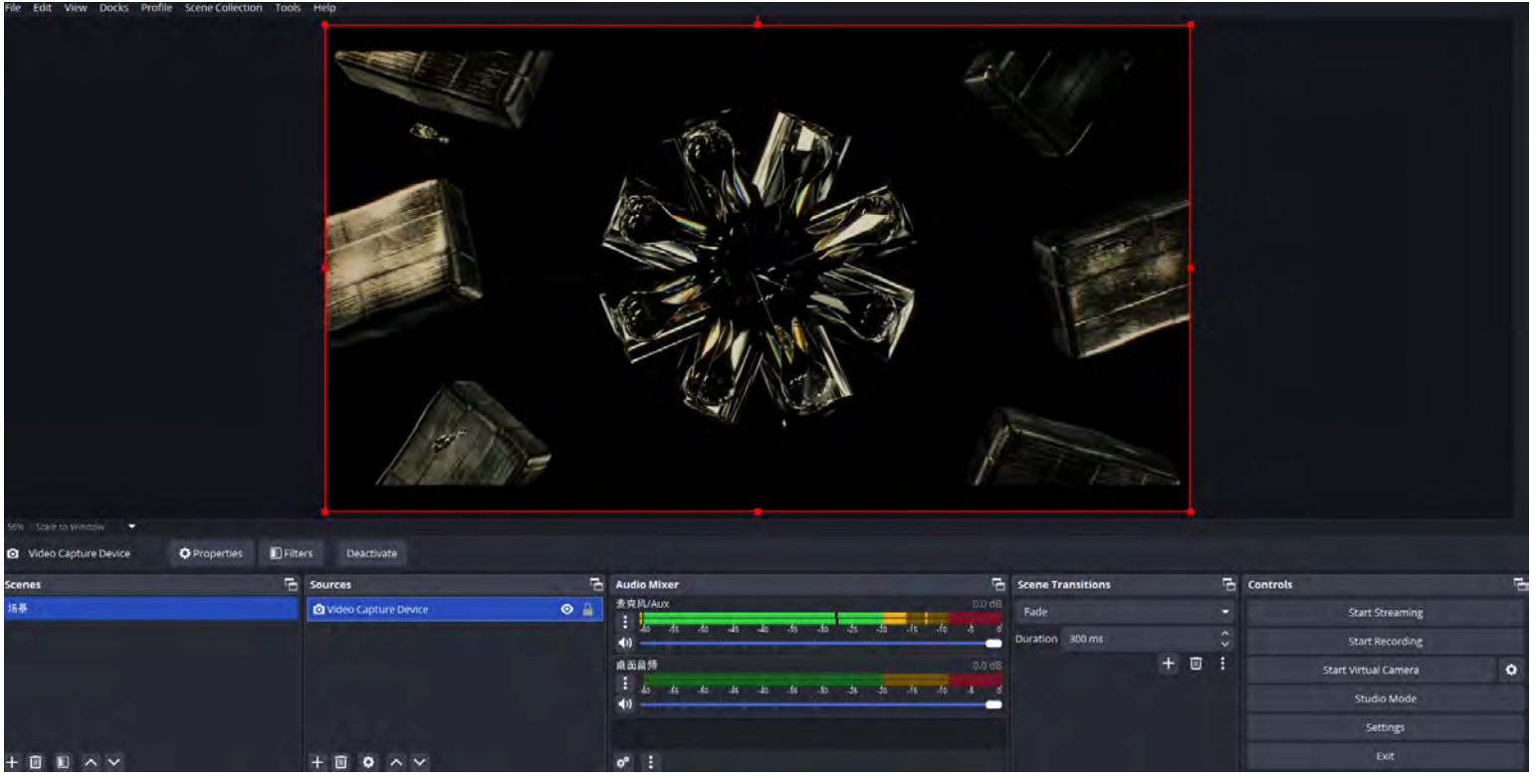

OBS 31.0.3 - Profile: Untitled - Scenes: Untitled
File
Edit
View
Docks
Profile
Scene Collection
Tools
Help
23%
Scale to Window
No source selected
Application Audio Capture (BETA)
Audio Input Capture
Audio Output Capture
Browser
Color Source
Display Capture
Game Capture
Image
Image Slide Show
Media Source
Scene
Text (GDI+)
Video Capture Device
VLC Video Source
Window Capture
Group
Deprecated
Scenes
Scene
Scene Transitions
Fade
Duration
300 ms
Controls
Start Streaming
Start Recording
Start Virtual Camera
Studio Mode
Settings

3. In the “Properties for Video Capture Device” window, select “USB3 Video Streaming” in the dropdown list of “Device”, and then scroll down to the “Audio Output Mode” option. Please select “Output desktop audio (DirectSound)” in the drop-down list. Click “OK” to save the settings.





4. Now you can preview the video.



Note: Please do NOT run ClonerAlliance Helper and any Third-Party Live Streaming Software like OBS Studio at the same time. You need to run each of them separately.

You can visit https://www.cloner-alliance.com/help/knowledgebase at any time to view latest technical questions and answers.

15.1 Why does ClonerAlliance UHD Pro Max Max record videos as Cinematic-FPS 4K@24FPS?

Get the same experience as in cinemas. Recording at 24fps (also known as Cinematic-FPS) allows for motion blur similar to what the human eye perceives naturally, creating a more cinematic viewing experience. This is the standard frame rate for films and helps reproduce the look and feel of cinema in your home.

Watch TV at the same FPS as the original broadcast. Most television broadcasts use 24fps to achieve a cinematic look, and ClonerAlliance UHD Pro Max Max records 4K videos at this frame rate, preserving the original broadcast style for optimal realism. In Europe, the device also supports 25fps to match local standards.

4K@24fps vs. 4K@30fps. While the ClonerAlliance UHD Pro Max can record at 4K@30fps, 4K@24fps is better for capturing cinema-like footage. Recording cinematic content at 30fps can cause frame skips or jitters, which are avoided by recording in true 24fps (or 25fps for European users).

Storage Efficiency. Recording in 4K@24/30fps improves storage efficiency, allowing you to store longer videos on your USB device compared to 4K@60fps.

15.2 How to enable Cinematic-FPS recording?

To record in Cinematic-FPS mode, follow these steps:

1. **Set Display Mode**: Adjust your 4K TV display mode to “Cinema” or “Filmmaker Mode.”
2. **Media Player Settings**: On your 4K media player, select “Match Original Frame Rate” or “Auto Adjustment.”
3. **ClonerAlliance UHD Pro Max Settings**: On the device menu, choose **Auto (Cinematic-FPS)** under recording settings for optimal cinematic results.

By following these settings, you can achieve the smooth, natural motion seen in films when playing your recordings back on a TV.

15.3 Why is the output resolution 1080P@60FPS instead of 4K@60FPS on my TV?

The ClonerAlliance UHD Pro Max’s default output resolution is set to 1080p@60fps to ensure compatibility across a wide range of displays. If you are using a 4K source and a 4K TV, you can adjust the output resolution by selecting **Auto** or **3840x2160@60fps** in the “HDMI Output Resolution” settings. This will allow for a 4K passthrough on your TV if both source and display support it.

15.4 It shows “Recording stopped: File size has reached 4GB!” What should I do?

This message appears when using a storage device formatted in FAT32, which has a maximum file size limit of 4GB. To avoid this limitation:

1. **Reformat the Storage Device**: Use exFAT, NTFS, or GPT, as these file systems support larger file sizes.
2. **Recording Settings**: In the **Menu > Recording Settings > File Size**, choose “Unlimited” if you are using a storage device with exFAT or NTFS formatting. This setting will remove file size restrictions for longer recordings.

15.5 How many recording schedules can I set?

The standalone recording mode of ClonerAlliance UHD Pro Max allows up to five recording schedules.

- **Start Time**
- **Stop Time**
- **Frequency**

Once set, recordings will automatically start and stop according to the defined schedules, making it easy to record regularly

broadcasted shows or events.

15.6 Can I mix audio from different sources?

Yes, the ClonerAlliance UHD Pro Max supports mixed audio recording, allowing you to combine audio from HDMI, Line In, and Mic In inputs. This feature is especially useful if you want to add commentary or background music to your recordings.

1. **HDMI Audio**: Captures audio from the HDMI input source.
2. **Line In and Mic In**: Add external audio sources via the Line In and Mic In ports.
3. **AUX Audio**: Use an AUX input to add background audio, such as music.

With adjustable volume levels for each source, you can customize the audio mix for your recordings.

15.7 How do I update the firmware?

To keep your device up to date with the latest features and performance improvements, you can update the firmware by:

1. **Checking Firmware Version**: Go to **System Settings** and select **Firmware Version** to see the current version.

2. **Download the Latest Firmware**: Contact our support team to get the latest firmware update file.
3. **Install the Update**: Follow the instructions provided with the firmware file to install it on the device.

15.8 Why does the ClonerAlliance UHD Pro Max output “Unsupported content” message to TV?

After all devices are connected properly, in the process of recording certain video sources, you may see the “Unsupported content” on the screen.

Please click here to find the answer.

15.8. Why does the ClonerAlliance UHD Pro Max output “Unsupported content” message to TV?

15.9 What do different colors of the LED light on ClonerAlliance UHD Pro Max indicate?

Top Indicator

Color	Status
Stable Green	HDMI Input Resolution is 4K
Stable Blue	HDMI Input Resolution is 1080p60 or Below
Flashes Green/Blue Alternately	No Input Signal

Side Indicator

Color	Status
Stable Green	USB storage device is available
Stable Blue	TF(MicroSD) card is available
Flashes Green/Blue Alternately	Recording/Saving
Off	No Storage Device Connected

15.10 USB device is not detected and side indicator isn't on, what should I do?

Please proceed as follows:

1. Plug the USB device before powering on ClonerAlliance UHD Pro Max.
2. If the USB device isn't detected, keep it inserted and reboot ClonerAlliance UHD Pro Max.

15.11 What resolutions does ClonerAlliance UHD Pro Max support?

FYI. Please make sure your source device's output resolution is correspondent with the supported input resolutions in this chart, ClonerAlliance UHD Pro Max will record accordingly.

Input Resolution	Output Resolution(Auto)	Recorded Resolution(Cinematic-FPS)	Recorded Resolution(3840x2160)	Recorded Resolution(1920x1080)
3840x2160(60Hz)	3840x2160(60Hz)	3840x2160(30Hz)	3840x2160(30Hz)	1920 x1080(60Hz)
3840x2160(50Hz)	3840x2160(50Hz)	3840x2160(25Hz)	3840x2160(30Hz)	1920 x1080(50Hz)
3840x2160(30Hz)	3840x2160(30Hz)	3840x2160(30Hz)	3840x2160(30Hz)	1920 x1080(30Hz)
3840x2160(25Hz)	3840x2160(25Hz)	3840x2160(25Hz)	3840x2160(25Hz)	1920 x1080(25Hz)
3840x2160(24Hz)	3840x2160(24Hz)	3840x2160(24Hz)	3840x2160(24Hz)	1920 x1080(24Hz)
1920 x1080(60Hz)	1920 x1080(60Hz)	1920 x1080(60Hz)	3840x2160(30Hz)	1920 x1080(60Hz)
1920 x1080(50Hz)	1920 x1080(50Hz)	1920 x1080(50Hz)	3840x2160(30Hz)	1920 x1080(50Hz)
1080i60	1920 x1080p60	1920 x1080(30Hz)	3840x2160(30Hz)	1920 x1080(30Hz)
1080i50	1920 x1080p50	1920 x1080(25Hz)	3840x2160(25Hz)	1920 x1080(25Hz)
720p60	720p60	720p60	3840x2160(30Hz)	1920 x1080(60Hz)
576p50	576p50	576p50	3840x2160(30Hz)	1920 x1080(50Hz)
480p60	480p60	480p60	3840x2160(30Hz)	1920 x1080(60Hz)

15.12 Does ClonerAlliance UHD Pro Max work with an over-2TB external hard drive?

Yes, ClonerAlliance UHD Pro Max works with an over-2TB external hard drive.

For ClonerAlliance UHD Pro Max, it works with all formats of USB sticks(NTFS, FAT32, exFat) and external hard drives(MBR and GPT). FYI. Due to the maximum capacity limitation of FAT32 and NTFS format, if you use an over-2TB external hard drive and don’t want to partition it, please format it to exFAT, it will work. If you want to use NTFS/FAT32, please partition it first, it will work.

File system limitations:

FAT: The single file can be 2GB at most. The maximum capacity of the partition is 2GB.

FAT32: The single file can be 4GB at most. The maximum capacity of the partition is 128GB.

NTFS: The single file can be 2TB at most. The maximum capacity of the partition is 2TB.

exFAT: Theoretically, there’s no limitation on the single file’s size and maximum capacity of the partition.

15.13 Why does the recorded file split into multiple segments?

The “File Size” option under “Recording Settings” allows you to set a maximum file size limit for individual recorded files. You can select “Unlimited” to enable continuous recording without a predefined file size restriction (note: actual recording duration may still be affected by storage device capacity or format limitations, e.g., FAT32’s 4GB single-file limit).

Tip: FAT32-formatted USB drives limit single recorded files to 4GB (inherent to FAT32). For larger files/long recordings, use NTFS or exFAT-formatted USB drives.

15.14 How to record videos to the USB storage device with ClonerAlliance UHD Pro Max?

See details about *Record videos to the USB/TF storage device*

15.15 How to playback the recorded video files on the USB storage device?

See details about *Playback the Recorded Media files*

15.16 Can I rename recorded files on ClonerAlliance UHD Pro Max?

Yes, you can rename recorded files directly on the ClonerAlliance UHD Pro Max. Navigate to the “Video”, “Audio”, or “Image” playback menu, select the file you want to rename, press the “File” button on the remote control, and choose “Rename” to complete the process.

15.17 Does ClonerAlliance UHD Pro Max record 5.1 audio from the HDMI (AC3, DTS etc) or just 2 channels?

ClonerAlliance UHD Pro Max records PCM or Stereo audio format. I am sorry that it doesn’t record Dolby Digital 5.1. Please adjust the audio output of your source device to PCM or Stereo before recording.

15.18 How to deal with the black screen displayed when using PC to capture or edit videos with ClonerAlliance UHD Pro Max?

Please check the HDMII IN connection between source video device and ClonerAlliance UHD Pro Max, black screen on PC indicates no signal input. Please replug the HDMI cable or change a new cable if necessary.

See details about *Record/Capture videos on PC*

15.19 After connecting the ClonerAlliance UHD Pro Max, a black shadow bar appears at the top of the TV screen while recording. How can this issue be fixed?

To resolve this problem, please disable the “Display ‘REC’ while Recording” option in the Recording Settings. Once this option is turned off, the black shadow at the top of the screen will disappear. After entering the playback mode, the black shadow bar may also appear momentarily, as it serves as the background for the overlay information.

PS Whether you enable or disable the “Display ‘REC’ while Recording” option, the shadow bar will not be included in

the recorded files.

15.19. After connecting the ClonerAlliance UHD Pro Max, a black shadow bar appears at the top of the TV screen while recording. How can this issue be fixed?

This section provides solutions to common issues you may encounter while using the ClonerAlliance UHD Pro Max. Follow the instructions for each issue to resolve it, and refer to the FAQ or customer support if additional assistance is needed.

16.1 Device Will Not Power On

If the ClonerAlliance UHD Pro Max does not power on, try the following steps:

1. **Check Power Connection**: Ensure the power adapter is securely plugged into both the device and an electrical outlet.
2. **Verify Power Source**: Confirm that the outlet is functional by testing it with another device.
3. **Inspect the Power Adapter**: Make sure the power adapter's indicator light (if available) is on, showing it is providing power.

If the device still does not turn on, try using another compatible power adapter or contact ClonerAlliance support.

16.2 No Signal Detected

If the device shows a "No Signal" message, follow these steps:

1. **Check HDMI Connections**: Make sure the HDMI cable is securely connected to both the video source (e.g., game console, set-top box) and the **HDMI IN** port on the ClonerAlliance UHD Pro Max.
2. **Confirm Video Output Settings**: Ensure that the video source is set to output via HDMI. Some devices require manual selection of the HDMI output.
3. **Try a Different HDMI Cable**: Faulty cables can result in signal issues. Test with a different HDMI cable to confirm.

If the problem persists, restart both the ClonerAlliance UHD Pro Max and the video source.

16.3 Recording Stops Unexpectedly

If recordings stop unexpectedly, this may be due to storage limitations or recording settings:

1. **Check Storage Capacity**: Ensure your storage device (USB drive, TF card, or external hard drive) has sufficient free space. An estimated 8GB per hour is recommended for 4K recordings.
2. **Reformat the Storage Device**: Use NTFS or exFAT formats to avoid the 4GB file size limit of FAT32.
3. **Set File Size Limit to Unlimited**: Go to **Menu > Recording Settings > File Size** and choose “Unlimited” if using an NTFS or exFAT-formatted storage device.

If the issue continues, verify the storage device is functioning correctly by testing it on a PC.

16.4 Poor Video or Audio Quality

If video or audio quality is low or distorted, consider these adjustments:

1. **Adjust Bitrate**: Go to **Recording Settings** and increase the video or audio bitrate for higher quality. Up to 50Mbps is available for video, and 320kbps for audio.
2. **Check HDMI Cable Quality**: Ensure that you are using a high-speed HDMI cable that supports 4K resolution to maintain optimal quality.
3. **Reduce Background Noise**: If audio quality is poor, try recording in a quieter environment or adjusting the Mic In volume.

If quality remains an issue, test recording with a different video or audio source to determine if the problem lies with the source device.

16.5 Firmware Update Issues

If you experience issues updating the firmware, follow these troubleshooting steps:

1. **Verify Firmware File**: Ensure the firmware file you downloaded is compatible with the ClonerAlliance UHD Pro Max model. Make sure the file format is followed instructions.

2. **Proper Installation Procedure**: Follow the firmware update instructions precisely, as improper updates can cause errors.
3. **Reboot the Device**: After the firmware update, reboot the device to ensure the new firmware is applied correctly.

Contact ClonerAlliance support if the device does not function correctly after a firmware update.

16.6 Playback Issues on PC

If you encounter playback issues on your PC, such as lagging or poor quality:

1. **Use Compatible Software**: Ensure you are using a compatible media player, such as VLC or Windows Media Player, that can handle high-resolution video playback.
2. **Check PC Specifications**: High-resolution playback requires a capable CPU and GPU. Ensure your PC meets minimum specifications for 4K playback.
3. **Transfer Files Locally**: If you are playing files directly from an external storage device, transfer them to your PC’s internal storage for smoother playback.

16.7 File Management Issues

If you are unable to delete, rename, or sort files on the ClonerAlliance UHD Pro Max:

1. **Check Storage Format**: Ensure that the storage device is formatted in a compatible file system (NTFS or exFAT). FAT32 may have limitations on file operations.
2. **File Index Reset**: If files appear to be incorrectly indexed, perform a **Reset File Index** under System Settings to reorganize recorded files.
3. **Reconnect the Storage Device**: Safely eject and reconnect the storage device to refresh the file management interface.

If problems persist, try managing files on a PC connected to the device.

16.8 What is the effective range for remote control usage?

The effective range for remote control usage is within 5 meters. To achieve the best possible experience with your device, please ensure that you operate it within this distance.

16.9 Does ClonerAlliance UHD Pro Max support HDR?

This device does not support HDR content. Please turn off HDR from your source device settings if you experience abnormal video brightness or color.

Input	3840x2160(60Hz), 3840x2160(50Hz), 3840x2160(30Hz), 3840x2160(25Hz), 3840x2160(24Hz), 1920x1080(60Hz), 1920x1080(50Hz), 1080i60, 1080i50, 720p60, 576p50, 480p60
Output	3840x2160(60Hz), 3840x2160(50Hz), 3840x2160(30Hz), 3840x2160(25Hz), 3840x2160(24Hz), 1920x1080(60Hz), 1920x1080(50Hz), 720p60, 576p50, 480p60
Recording	3840x2160(30fps), 3840x2160(25fps), 3840x2160(24fps), 1920x1080(60Hz), 1920x1080(50Hz), 1920x1080(30Hz), 1920x1080(25Hz), 1920x1080(24Hz)
Audio Output format	AAC, MP2
Video Output format	H.264, H.265
Video standard (input)	HDMI 2.0 standard
Input signal	HDMI, Line in, Mic, Aux(with TRRS jack)
Output signals	HDMI (pass-through), Aux(Line Out with TRS jack)
Maximum USB Disk storage capacity	512GB for USB flash drive, 8TB for External Hard drive.
Bitrate	Max: 50Mbps
Weight	9.45 oz
Dimensions	4.6 x 4.6 x 1.1 inches

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