



ClonerAlliance ViewPro User Manual



ClonerAlliance ViewPro User Manual

This documentation describes how to use ClonerAlliance ViewPro (Model: CA-997VP) device.

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Trademarks

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Safety Notices

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

1. Do not attempt to open the case of ClonerAlliance ViewPro or modify it in any way, as this will void the warranty.
2. Keep ClonerAlliance ViewPro away from water and other liquids, as this may cause the unit to malfunction.
3. ClonerAlliance ViewPro may become warm during use. This does not indicate malfunction.
4. Do not place heavy objects on ClonerAlliance ViewPro, as this may cause the unit to overheat and malfunction.
5. If the exterior of ClonerAlliance ViewPro 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 symbol (a circle with a diagonal cross) is superimposed over the letters "CP" of the word "HDCP", indicating that HDCP 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.

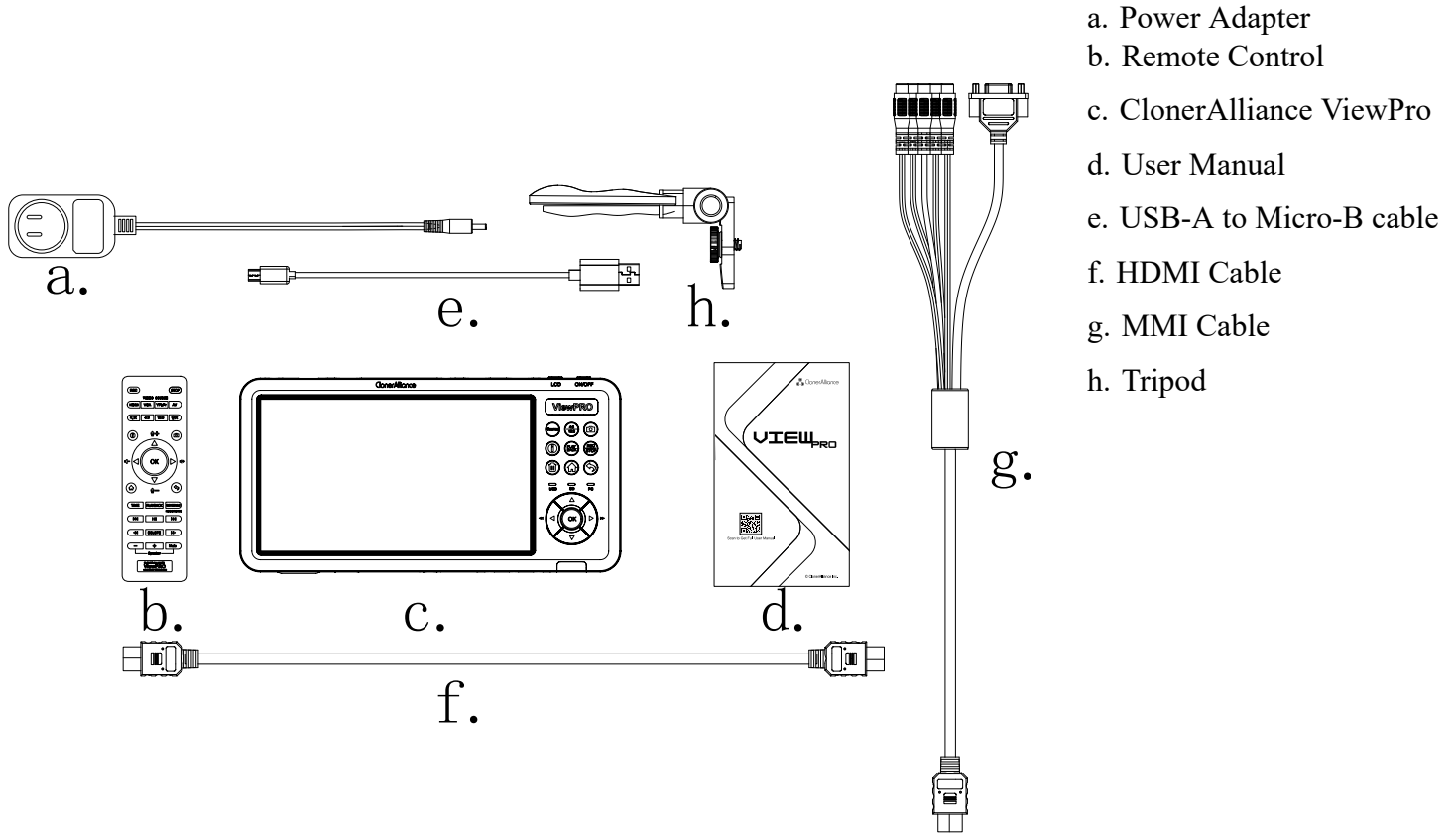
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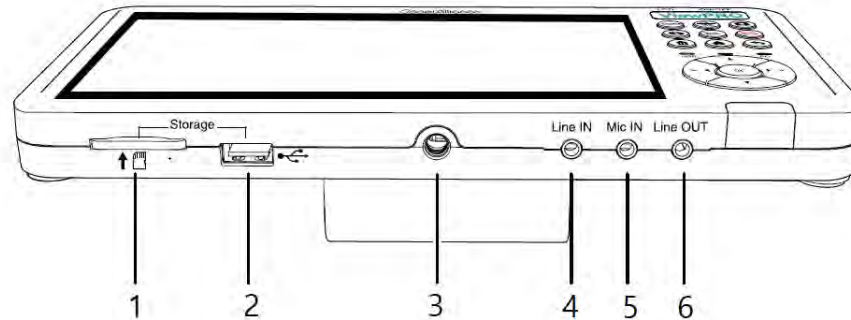
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GETTING STARTED

1.1 Box Contents



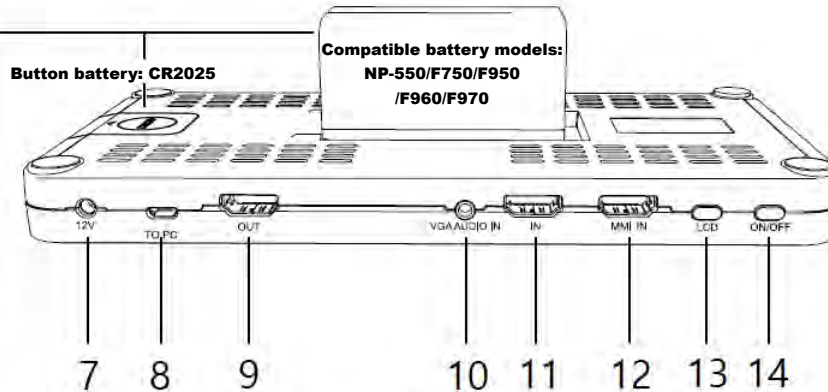
1.2 Product Diagram



1. SD Card slot: Insert SD Card
2. USB slot: Insert a USB flash drive or mobile hard disk and record videos to this storage medium.
3. Tripod Hole: Mount the device to a tripod.
4. Line In: Stereo audio inputs.
5. Mic In: Insert the microphone plug into this jack to input voice.
6. Line out: Stereo audio outputs.













Batteries Slots:

Either using a power adapter or batteries, we strongly recommend that you also install a button battery (CR2025) to prevent the system time from being reset due to power outages.



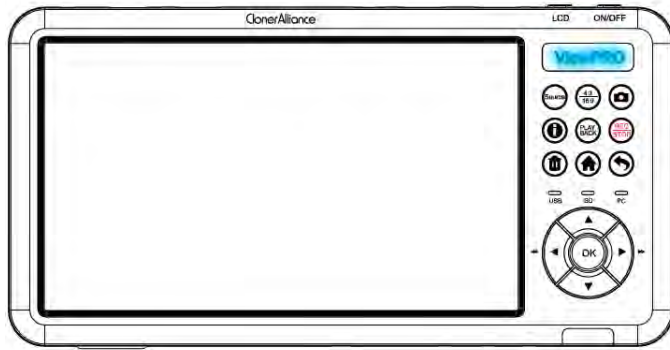
7. Power socket of 12V
8. To PC: Connect the USB-A to Micro-B Cable between PC and ClonerAlliance ViewPro for recording videos to PC.
9. OUT: Connect an HDMI cable between ClonerAlliance ViewPro and TV.
10. VGA AUDIO IN: Connect audio inputs for VGA signals.
11. IN: Connect an HDMI Cable between the video player and ClonerAlliance ViewPro.
12. MMI: MMI input(AV, VGA, YPbPr) port. Please don't connect HDMI device.
13. LCD: Switch LCD ON/OFF.
14. ON/OFF: Press it to turn on. Press and hold it for 3 seconds to turn off.



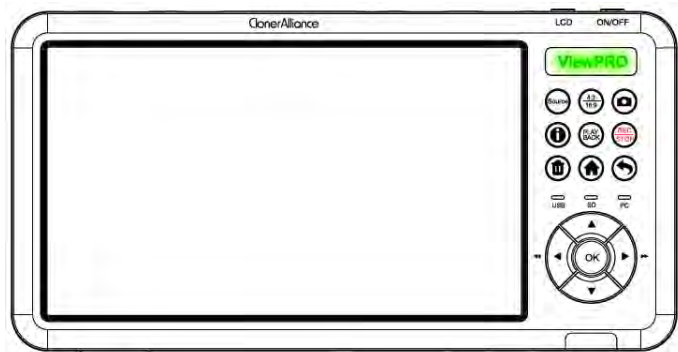
-  Switch input sources
-  Adjust the aspect ratio
-  Take a snapshot
-  Delete recorded files
-  Show the menu to change settings
-  Backward button
-  Display the information about source and recording
-  Playback the recorded files
-  Start/Stop recording
-  Make selections
-  Fast-forward and fast-backward
-  Confirm button or Go fullscreen while playing back files

1.3 Indicator Diagram

1. ViewPro indicator

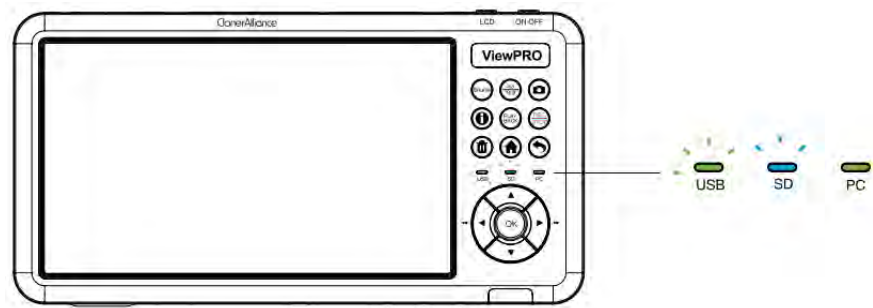


- Color: Stable BLUE
- Status: Recording Resolution is 1920*1080.



- Color: Stable GREEN
- Status: Recording Resolution is 1280*1024/1280*720 /1024*768.

2. Storage indicator



USB Indicator

Off	No USB Storage Device connected
Solid Green	USB Storage Device is connected
Blinking Green	In recording process and saving files to USB Storage Device

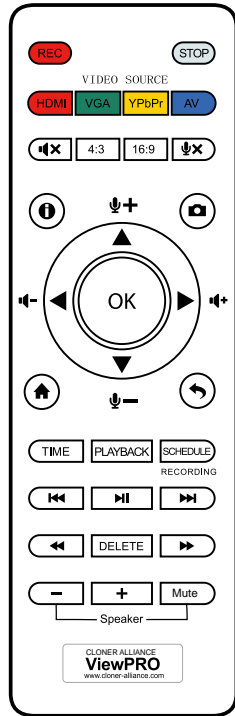
SD Indicator

Off	No SD Card inserted
Solid Blue	SD Card is inserted
Blinking Blue	In recording process and saving files to SD Card

PC Indicator

Off	Not connected to PC
Solid Green	Connected to PC and recognized by software

1.4 Remote Diagram




REC	Start recording.	TIME	Set the system time
STOP	Stop recording.	PLAYBACK	Play back the contents in the storage device
HDMI	Select HDMI as the input signal.	SCHEDULE	Schedule the recording tasks
VGA	Select VGA as the input signal.	⏮	Back to the previous file
YPbPr	Select YPbPr as the input signal.	⏸	Start or pause playing
AV	Select AV as the input signal.	⏭	Fast forward
⏸	Mute.	⏮	Fast backward
4:3	Switch to the aspect ratio of 4:3.	DELETE	Delete the selected files
16:9	Switch to the aspect ratio of 16:9.	⏭	Go to the next file
⏸	Microphone mute.	-	Volume down the speaker
i	Show information.	+	Volume up the speaker
📷	Capture an image.	Mute	Speaker mute
OK	OK button or full screen while playing back files.		
⏮	Adjust the volume of the source video.		
⏭	Adjust the volume of MIC input.		
🏠	Show the main menu.		
↶	Back to the previous interface.		

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

OSD MENU HOW TO NAVIGATE DEVICE MENU

2.1 Settings Menu

You can use the remote or the control panel of ClonerAlliance ViewPro to adjust settings. Please press  button to display settings menu.

- Show up the Settings Menu

There are four categories of settings:

1. System Settings
2. Image Settings
3. Audio Settings
4. Schedule Settings

Press the right and left arrows to choose a setting category.

2.2 System Settings



* Press the right and left arrows to choose a setting category

- Show time
 - On: System time shows on the screen.
 - Off: System time doesn't show on the screen.
- Record Resolution
 - 1920*1080
 - 1280*1024
 - 1280*720
 - 1024*768
- Bitrate
 - Bitrate set to Low: about 4Mbps
 - Bitrate set to Mid: about 10Mbps
 - Bitrate set to High: about 18Mbps

The bitrate can be set, the compression bitrate is related to the video compression format and resolution.
- File size
 - 16GB: Single file max size up to 16GB or 5 hours
 - 4GB: Single file max size up to 4GB or 5 hours

TIP: Using FAT32 USB storage devices, the single recorded file will be 4GB at most due to the limitation of FAT32 format. Please use a NTFS/exFAT USB storage device, the file will be 16GB at most.



* Press the right and left arrows to choose a setting category

- Loop recording
 - On: Enable loop recording. Under this setting, when the USB storage device is full, it will keep recording and previous files will be overwritten.
 - Off: Disable loop recording. Under this setting, when the USB storage device is full, it will stop recording automatically.
- Show REC
 - On: It will always display "REC" during recording.
 - Off: "REC" only shows up at the beginning of recording, and will disappear in a few seconds.
- Time Watermark
 - On: It will display time watermark during recording.
 - Off: No time watermark displayed on screen.
- System time
 - Set up system time with format "yyyy-mm-dd hh-mm".

2.3 Image Settings



* Press the right and left arrows to choose a setting category

- **Brightness** Adjust the brightness.
- **Contrast** Adjust the contrast.
- **Saturation** Adjust the saturation.
- **Backlight** Adjust the backlight.
- **Decoder update** Update decoder.
- **Encoder update** Update encoder.
- **Restore** Restore default settings.
- **Language** Set the language of OSD.
- **Version** Display the version of firmware.

2.4 Audio Settings



* Press the right and left arrows to choose a setting category

- **HDMI Volume:** Set the volume of HDMI.
- **Mic Volume:** Set the volume of Mic.
- **Line in Volume:** Set the volume of Line in.
- **Speaker Volume:** Set the volume of speaker.
- **Line out Volume:** Set the volume of Line out.
- **Line out mixed:**
 - On: Line out outputs the audios of HDMI, Mic and Line in together.
 - Off: Line out only outputs the audio of HDMI.

2.5 Schedule Settings



* Press the right and left arrows to choose a setting category

- Schedule Recording
 - On: Enable schedule recording.
 - Off: Disable schedule recording.
- Schedule mode
 - Once
 - Every Day
- Time ranges
 - Max task number is up to 5

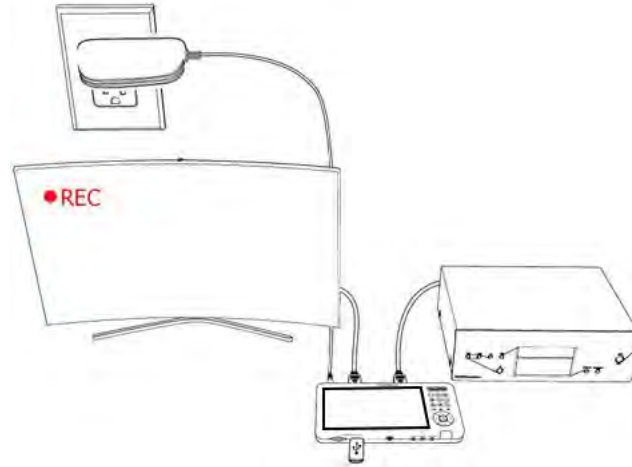
HOW TO RECORD VIDEOS TO THE USB/SD STORAGE DEVICE?

3.1 Connect

1. Connect the video player to IN port on ClonerAlliance ViewPro via an HDMI cable. Note: For AV/VGA/YPbPr source devices, please use the included MMI cable and connect it to the MMI port on ViewPro. After connections, please use the signal buttons on the remote or the “Source” button on ViewPro device to select the correct input signal.
2. Plug the USB storage device or SD Card into ClonerAlliance ViewPro.
3. Plug the power adapter into the power socket and plug the other end into the 12V port of ClonerAlliance ViewPro. Or install batteries into the device for power supply.
4. Power on ClonerAlliance ViewPro after all devices and cables are well connected.

Tips:

If you want to monitor the output image on TV, you can connect ClonerAlliance ViewPro from OUT port to TV via an HDMI cable. Please note that the output image will either display on the screen of ClonerAlliance ViewPro or the TV, it can NOT display on both at the same time.

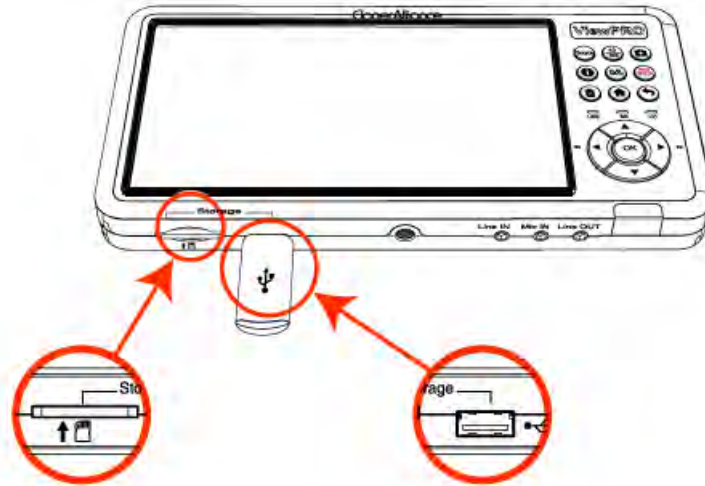
**Tips:**

When recording to USB storage devices, please use a premium USB flash drive or mobile hard disk with high speed to avoid unexpected problems such as file loss.

3.2 Record videos

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

- Record videos with the buttons on ClonerAlliance ViewPro
1. Power on all devices, the video image from the video player will be displayed on the screen of ClonerAlliance ViewPro. If a TV is connected to the OUT port of ClonerAlliance ViewPro, then the video will be displayed on the TV.
 2. Before recording, please make sure that you have inserted a USB storage device or SD card to ClonerAlliance ViewPro device.

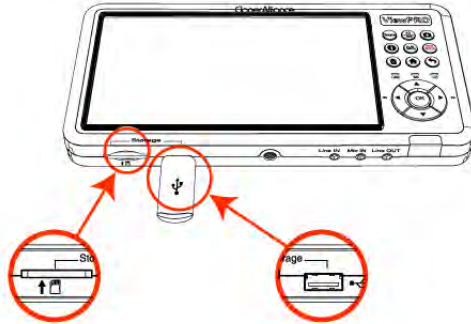


3. Press the Rec/Stop button on ClonerAlliance ViewPro, then the storage LED will blink blue or green, which indicates ClonerAlliance ViewPro is in the process of recording.

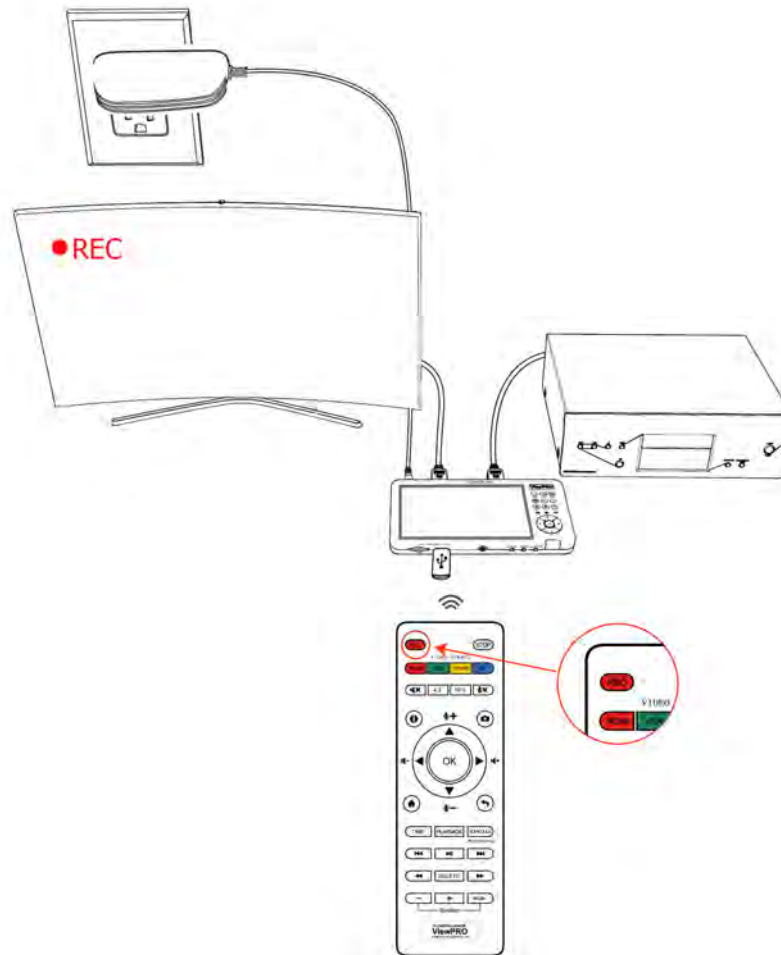


4. Press the Rec/Stop button again on ClonerAlliance ViewPro, check the status of storage indicators, when the LED turns to solid blue or green, it indicates the videos have been saved.
 5. You can playback the recorded files on ClonerAlliance ViewPro directly or on a PC or on a smart TV.
- Record videos with the remote included with ClonerAlliance ViewPro
1. Power on all devices, the video image from the video player will be displayed on the screen of ClonerAlliance ViewPro. If a TV is connected to the OUT port of ClonerAlliance ViewPro, then the video will be displayed on the TV.

2. Before recording, please make sure that you have inserted a USB storage device or SD card to ClonerAlliance ViewPro device.



3. Press the Rec button on the Remote of ClonerAlliance ViewPro, then the storage LED will blink blue or green, which indicates ClonerAlliance ViewPro is in the process of recording.




4. During recording process, you can adjust the volume of HDMI IN by pressing the volume left/right button on the Remote at any time. If you got Mic connected, you also can adjust the volume of Mic during recording by pressing the volume up/down button on the Remote.
5. Press the Stop button on ClonerAlliance ViewPro remote, check the status of storage indicators, when the LED turns to solid blue or green, it indicates the videos have been saved.
6. You can playback the recorded files on ClonerAlliance ViewPro directly or on PC or on a smart TV.

Note: DO NOT remove the USB storage drive/SD card from ClonerAlliance ViewPro in the process of recording (Storage indicator flashing Blue/Green indicates it's still in the process of recording.)

3.3 Take Snapshots

Method 1. Using the Remote included with ClonerAlliance ViewPro to take a snapshot.

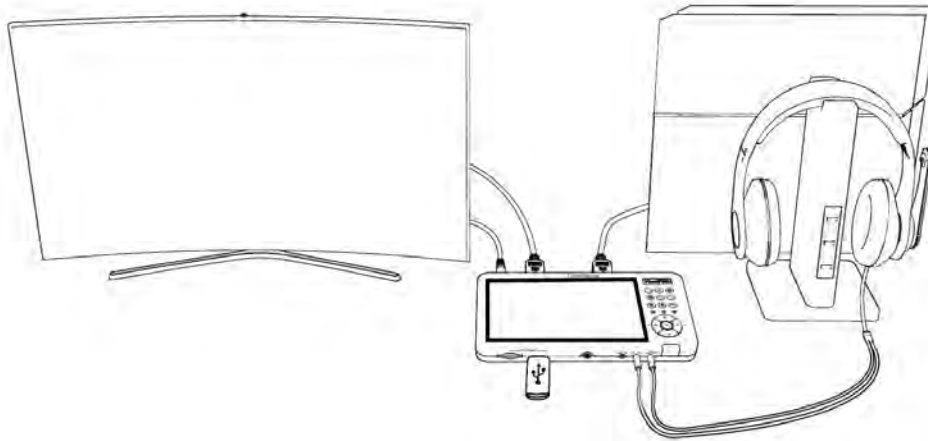
Press  on the remote control to take a snapshot.

Method 2. Using the snapshot button on ClonerAlliance ViewPro to take a snapshot. FYI. Image formats: JPG

You can playback the snapshots on ClonerAlliance ViewPro directly or on PC or on smart TV.

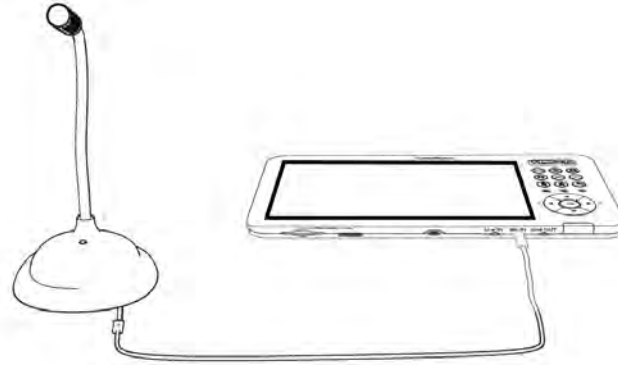
3.4 Record live commentary or voice-over

ClonerAlliance ViewPro 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 ViewPro. Plug a microphone and then capture your gameplay with your live voice!



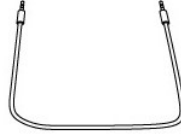
- Connect MIC

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 to connect 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 “Line out” and output devices.

- Adjust Mic volume using the Remote

You can press volume up/down button on the Remote control of ClonerAlliance ViewPro to adjust the volume of Mic.

The up/down buttons on the Remote control:  

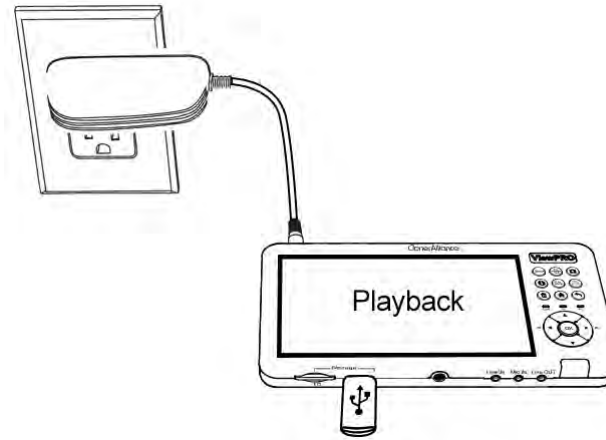
HOW TO PLAYBACK THE RECORDED FILES ON CLONERALLIANCE VIEWPRO?

4.1 Playback the Recorded files on ViewPro directly

- Connect
 1. Plug the USB storage device or SD card into the “Storage” port of ClonerAlliance ViewPro.
 2. Plug the power adapter into the power socket and plug the other end into the 12V port of ClonerAlliance ViewPro. Or you may install batteries into the device for power supply.

Note:

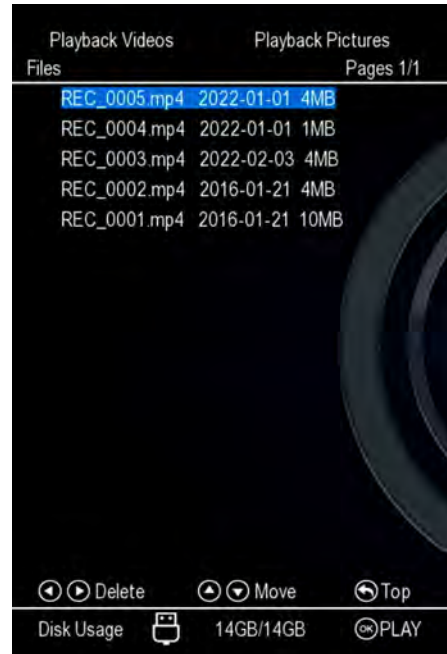
If you use a TV for monitoring during recording videos and you want to playback the recorded files on the TV after recording, please note that the LCD screen of ClonerAlliance ViewPro will remain off in the whole process, this is normal and does not indicate a defective unit. The videos can be played either on the screen of ClonerAlliance ViewPro or on the TV when these two devices are connected. It can NOT display on both at the same time.



1. After inserted the storage device to ClonerAlliance ViewPro and powered it up, please press the “PLAYBACK” button on ViewPro or on the remote control to enter the playback mode. You will see a prompt “Select storage device” .



2. Choose an inserted storage, you will then see the list of the recorded videos.



3. Select your desired file by using the up and down arrow buttons on the remote control/ViewPro. And then press OK to playback the selected video in full screen.



4. During playback, you can use up/down/left/right arrow buttons on the remote to choose previous/next/rewind/forward. To go back to “Capture” mode when you are done playing back videos, simply press the “Back” button on the remote several times until you are back in “Capture” mode.

4.2 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 ViewPro recorded.



4.3 Playback 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.

FYI. You may Playback the recorded video files with VLC media player. Please download VLC media player software at: <https://www.videolan.org/vlc/index.html>


If you need to Edit the recorded video files with MP4-Cloner, please download MP4-Cloner at: <https://static.cloner-alliance.com/download/mp4-cloner.exe>

5.1 Set the system time

Press  on the remote or on the control panel of ClonerAlliance ViewPro, select "System Setting" in the OSD menu. Set the system time by using the four arrow buttons, then press  button to finish the setting.



5.2 Schedule a recording

Press  button on the remote control to set up schedule tasks.

Set the schedule mode, start time and finish time by using the four arrow buttons on the remote control. Then press BACK button on remote, it will save the scheduled tasks automatically.



Then ClonerAlliance ViewPro will start to record videos automatically at the scheduled time.

Tips:

1. In order to avoid power failure causing system time changing which may lead scheduled tasks not being executed on

time, we strongly recommend that you install a button battery to prevent the system time from being reset due to power outages.

2. If you want to record certain TV channel' s video, do select the TV channel first.

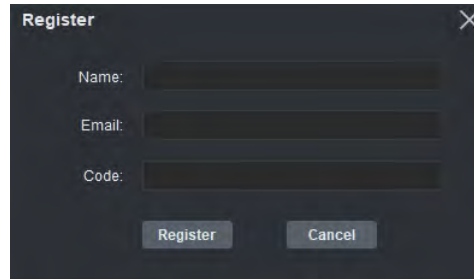
HOW TO CONNECT TO PC AND RECORD VIDEOS DIRECTLY?

6.1 Install and register ClonerAlliance Helper (Windows Users)

1. Install ClonerAlliance Helper(Windows system software) first.
 - Download 32bit ClonerAlliance Helper from <https://static.cloner-alliance.com/download/cloneralliance-helper.exe>
 - Download 64bit ClonerAlliance Helper from <https://static.cloner-alliance.com/download/cloneralliance-helper-x64.exe>

6.2 How to get the registration code?

Please register ClonerAlliance Helper first before using, otherwise there is a watermark when you use the trial version. 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 "Register" to finish the registration.

A dark-themed dialog box titled "Register" with a close button (X) in the top right corner. It contains three input fields labeled "Name:", "Email:", and "Code:". Below the input fields are two buttons: "Register" and "Cancel".

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 ViewPro is in the form of CVXXXXXXXXX.



(a)
[Click Here](#)

Do not miss out
Scan QR code to
register and get FREE
bundled softwares.



S/N: CVXXXXXXXXX

www.cloner-alliance.com/register

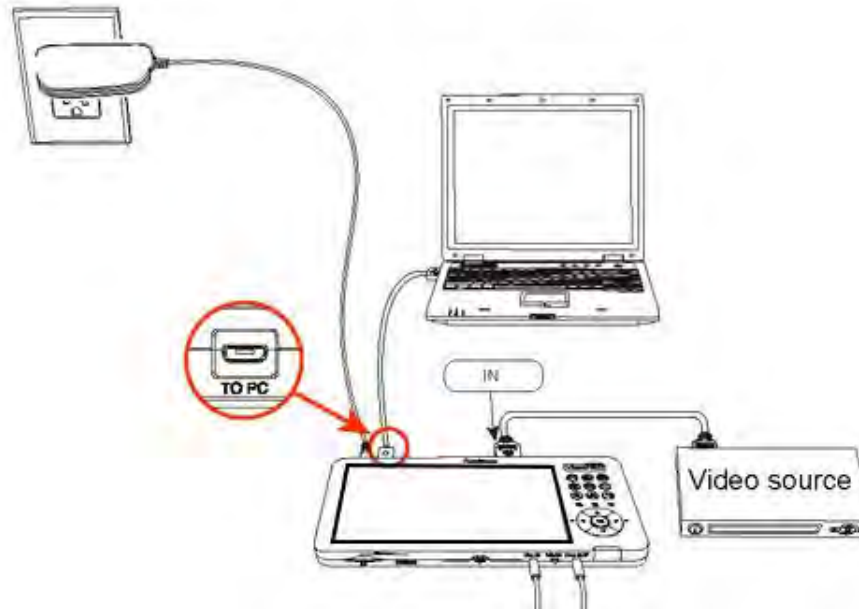
If you get trouble in the process(server issue), don't be discouraged, just send us an email with your S/N and order ID. Our support will send you the code directly(in 18 hours).

For more details about registering ClonerAlliance Helper, visit [How to register ClonerAlliance Helper?](#) to read step by step instructions.

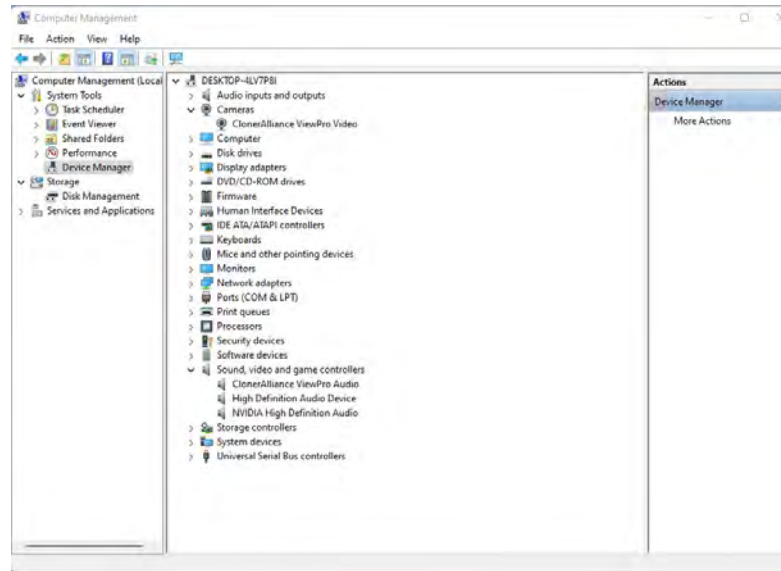
Besides ClonerAlliance Helper, we also offer you a video editing software MP4-Cloner, which enables you to trim, combine, convert and burn the recorded MP4 files. You can visit [Knowledgebase of MP4-Cloner Software](#) for more details. Both software are totally free for the users of ClonerAlliance ViewPro. After you register ClonerAlliance Helper on your Windows PC, MP4-Cloner will be automatically registered when you run it.

6.3 Connect ClonerAlliance ViewPro with other devices.

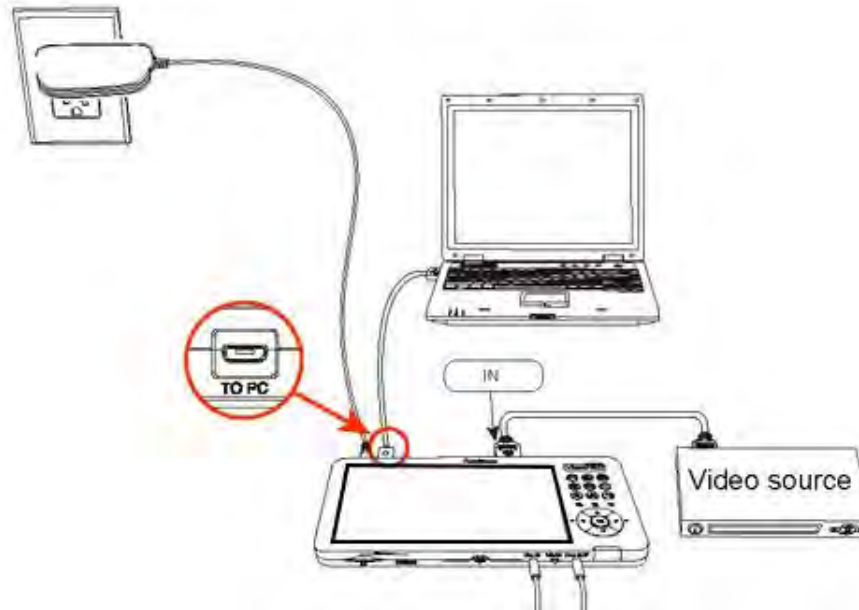
1. Connect the video player to the In port on ClonerAlliance ViewPro via an HDMI cable. Note: For AV/VGA/YPbPr source devices, please use the included MMI cable and connect it to the MMI port on ViewPro. After connections, please use the signal buttons on the remote or the “Source” button on ViewPro device to select the correct input signal.
2. Plug the power adapter into the power socket and plug the other end into the 12V port of ClonerAlliance ViewPro. Or install batteries into the device for power supply.
3. Connect the USB-A to Micro-B cable between the “To PC” port of ClonerAlliance ViewPro and the USB port of PC.



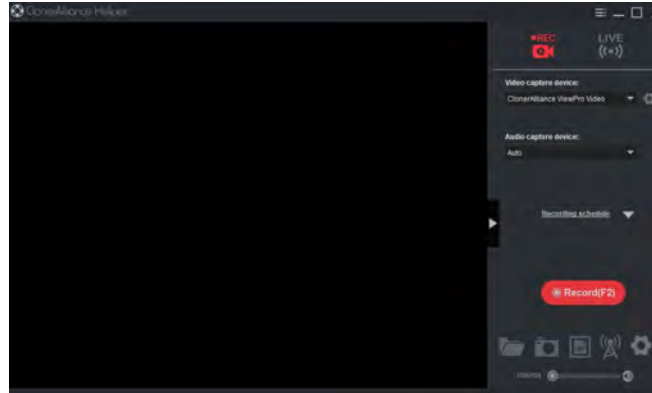
After all devices have been connected properly, please power on all connected devices. The Windows operating system will prompt “Found a new hardware” and install the driver automatically. Please make sure ClonerAlliance ViewPro is connected successfully and “ClonerAlliance ViewPro Audio/Video” appears in the Device Manager (Right click My Computer – Manage – System Tools – Device Manager). If “ClonerAlliance ViewPro Audio/Video” doesn’t appear in the list, please re-connect ClonerAlliance ViewPro and try again.



6.4 Record/Capture videos on PC



1. After all devices are connected properly, power on the video source device and launch ClonerAlliance Helper on PC.
 - When you use ClonerAlliance ViewPro for the first time or restore all settings to the default, you may see the following black screen:



It' s quite easy to fix it. Please visit [Tips of black screen](#) to find the answer.


2. If everything is ok and you will see the image of the video source as below:







3. Click  to start recording.



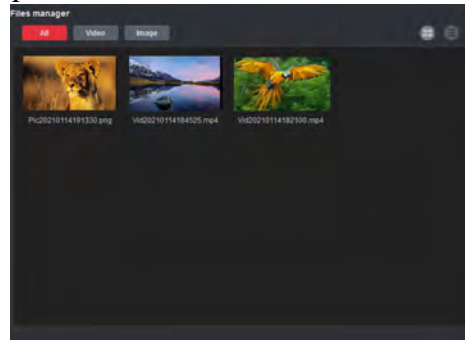
Software interfaces may vary depending on the version.

4. Click  to stop recording.

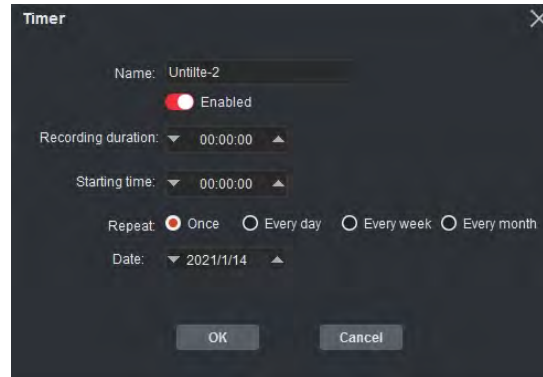
Tip: During recording, you can also click  to pause at anytime. When you want to resume, please click  to continue recording. Besides, you can Click  to take screenshots, click  to capture GIF animation.



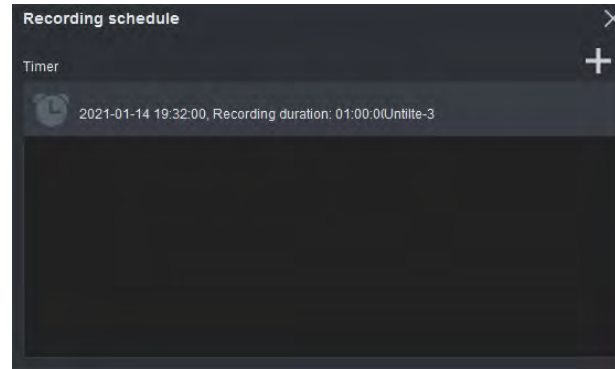
5. After recording, click  to view the captured files, then double click the files to play back directly.



6. ClonerAlliance Helper also supports recording videos at the scheduled time. Click [Recording schedule](#) 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.



HOW TO LIVESTREAM/RECORD WITH OBS/CLONERALLIANCE HELPER?

You can use ClonerAlliance Helper together with ClonerAlliance ViewPro 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.

7.1 Connection Guide of ClonerAlliance ViewPro

1. Connect the video player to IN port on ClonerAlliance ViewPro via an HDMI cable. Note: For AV/VGA/YPbPr source devices, please use the included MMI cable and connect it to the MMI port on ViewPro. After connections, please use the signal buttons on the remote or the “Source” button on ViewPro device to select the correct input signal.
2. Connect the USB-A to Micro-B 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 port of ClonerAlliance ViewPro. Or install batteries into the device for power supply.

7.2 Install ClonerAlliance Helper or OBS Studio


For Windows users, ClonerAlliance Helper or third party software like OBS, VLC, etc can be used with ClonerAlliance ViewPro. Please be aware that ClonerAlliance ViewPro doesn't support Linux or Mac for now.

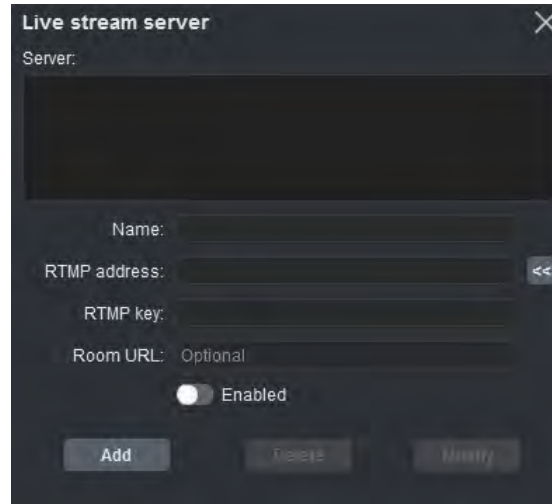
You may make a selection according to your own demand.

7.3 Setting for live stream in ClonerAlliance Helper (Windows)

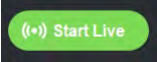
1. Install and register ClonerAlliance Helper first. Then run it on your computer. See details about *Install and register ClonerAlliance Helper (Windows Users)*

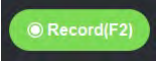


2. Please click  to set up live stream server:



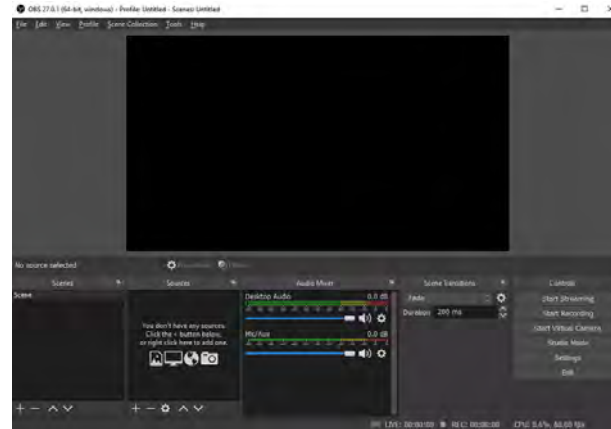
Then click "Add" to confirm settings and add a live stream server.

3. Please click  to start live streaming.

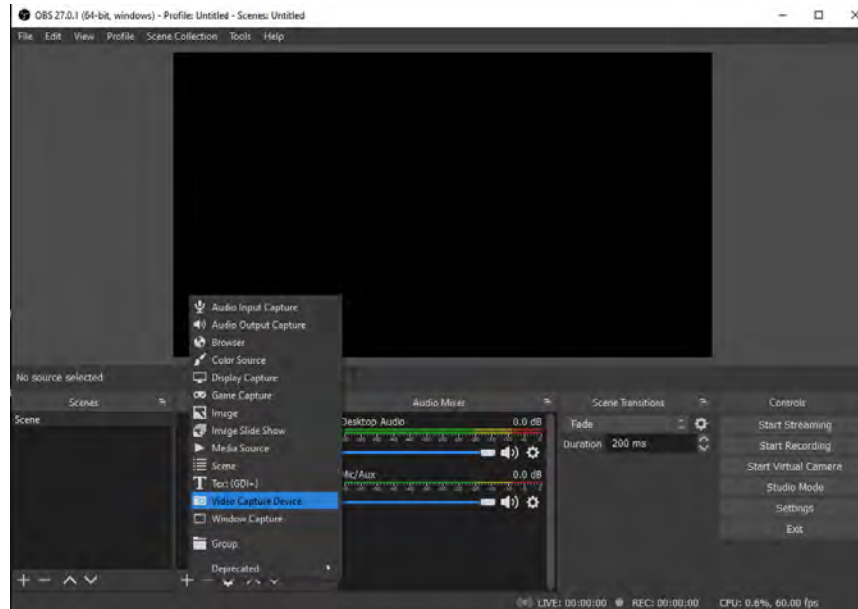
4. At the same time, you also can click  to capture the streaming videos.

7.4 Setting for preview video in OBS studio

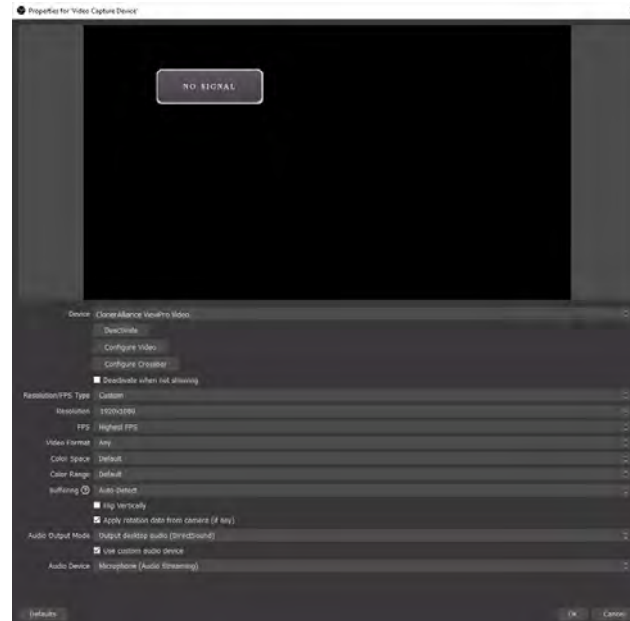
1. Run Open Broadcaster Software (OBS Studio). You may download OBS at: <https://obsproject.com/download>



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



3. In the “Properties for Video Capture Device” window, select “ClonerAlliance ViewPro Video” 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.

FREQUENTLY ASKED QUESTIONS

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

My TV/LCD screen has an “Oops! Something went wrong” message when using ClonerAlliance ViewPro.

After all devices are connected properly, in the process of recording certain video sources, you may see the message “Oops! Something went wrong” on LCD/TV.



Please click [here](https://www.cloner-alliance.com/help/) to find the answer.

Having some difficulties installing the CR2025 button battery?

Scan to see how to install the button battery easily.



If you're unable to scan the QR code to access the installation video for the button battery, don't worry! You can directly contact our customer support support@cloner-alliance.com for video tutorial.

USB storage device is not detected, can not start recording, what should I do?

Please proceed as follows:

1. Insert the USB storage device or SD card before powering on ClonerAlliance ViewPro.
2. If the storage device isn't detected, keep it inserted and reboot ClonerAlliance ViewPro.
3. Disconnect the storage device and re-connect until the storage indicator lights up.

Does ClonerAlliance ViewPro work with an over-2TB external hard drive?

Yes, ClonerAlliance ViewPro works with an over-2TB external hard drive(8TB at most).

ClonerAlliance ViewPro 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.

FYI. The capacity limitation of a USB flash drive/SD card is 512GB. The capacity limitation of an external hard drive is 8TB.

Why does the recorded file split into multiple segments?

Using exFAT/NTFS USB storage devices, the single recorded file will be 16GB at most. Using FAT32 USB storage devices, the single recorded file will be 4GB at most due to the limitation of FAT32 format.

Once the recorded file size exceeds these limitations accordingly, ClonerAlliance ViewPro will generate a new video file automatically to continue the record.(If needed, you may use bundled Windows software MP4-Cloner to combine them into one file easily.)

Note: The single file length is also limited to 5 hours. If the size of the video file has not reached 4GB/16GB but the length exceeds five hours, it will also generate a new video file.

Can I rename the recorded video file and still play it back with ClonerAlliance ViewPro?

Yes, but you need to take the storage device out from your ClonerAlliance ViewPro and rename the recorded files on a computer. Please make sure the file name is in English without other language text and less than 70 bytes, then the renamed

video files also can be played with ViewPro.

FYI. If you want to rename the screenshot and still want to be able to view it on your TV through the ViewPro, please make sure the file name is in English without other language text and less than 70 bytes.

Does ClonerAlliance ViewPro record 5.1 audio from the HDMI (AC3, DTS etc) or just 2 channels?

ClonerAlliance ViewPro 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.

Why is “VGA Audio in” malfunction?

“VGA Audio In” can be used for inputting VGA audio separately only when recording from a VGA source device. Please make sure you have switched the video source to “VGA” first and also connected with VGA source device at the same time. Then it will work.

When live streaming or recording directly to the PC, the audio/video is not synchronized.

The PC streaming/direct recording feature is very resource heavy. In other words, you may need a faster PC with a better graphics card to use this feature, such as a gaming PC.

The recorded files don't play back smoothly on my PC or Mac.

Please use another video player for a try. FYI. The recorded files may be very large in size. Try playing them back on a PC or Mac with a better CPU and graphics card.

What is the best method to get help from ClonerAlliance?

Chatting with our professional technical support by Live Chat is the best method to solve all problems quickly and efficiently.

How to chat by Live Chat?

1. Please go to <https://www.cloner-alliance.com/>
2. Click the right bottom icon “Click here to chat” .
3. Enter your correct name, email, and your question.

FYI. In order to help you fix your issue more efficiently. We need to know the exact batch of your hardware, please allow us to know your order information first. If you ordered it at Amazon, let us know your order ID. If your ordered it at eBay, tell me your eBay Username. From other platforms, let me know related information. Thanks very much.

Due to time difference, internet connection or any other unexpected factors, ClonerAlliance technical support may miss your chat request. Don’ t worry. If we missed your chat request, we will get back to you ASAP. All questions will be answered in 24 hours.

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 assure to use ClonerAlliance products.

SUPPORTED RESOLUTION

Input	Max up to 3840x2160@30fps 1920x1080 (50p), 1920x1080 (60p), 1920x1080 (24p), 1920x1080 (25p), 1920x1080 (30p), 1920x1080 (50i), 1920x1080 (60i), 1360x768 (60p), 1280x1024 (60p), 1280x720 (60p), 1280x768 (60p), 1280x800 (60p), 1024x768 (60p), 720x480 (60i), 720x480 (50i), 640x480 (60p), 720x480 (60p), 720x576 (50p)
Output	1920x1080@60fps
Recording	1920x1080 (60p), 1280x720(60p), 1024x768(60p), 1280x1024(60p)

PRODUCT SPECIFICATIONS

Output format	MP4(H.264)
Supported USB Device Format	NTFS, FAT32, exFAT, MBR, GPT
Single File Size	Maximum 4GB/16GB
Video standard (input)	HDMI 2.0 standard
Input signal	HDMI, VGA, YPbPr, AV, Line in, Mic, VGA Audio in
Output signals	HDMI (pass-through), USB, SD, Micro USB to PC, Line out
Bitrate	Low: 4Mbps Mid: 10Mbps High: 18Mbps
Maximum USB Disk storage capacity	512GB for USB flash drive/SD card, 8TB for External Hard drive
Weight	16 oz
Dimensions	8.7 x 4.3 x 0.8 inches

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.

CONTACT US

If you encounter any problem when using our products, please contact us by support@cloner-alliance.com or call 1-844-9-CLONER (toll free) and we will serve you with utmost satisfaction.

We'll offer a satisfying discount on batch purchase and affiliate program. If you are interested, please contact us by market@cloner-alliance.com.

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