

mini/mini+ Product FAQ

Q: My mini / mini + control software (xpose mini) cannot detect any device. What should I do?

A:

Please check whether your computer connect to mini / mini+ correctly or not:

- You can check it by the ping command first. If the mini / mini+ can be pinged through the computer, the connection between the computer and the mini / mini+ is normal. If not, go to the next step;
- Please confirm whether the IP address of the computer and the IP address of mini / mini+ are in the same

network segment. If so, go to the next step;

- Check whether the network port connection is loose;
- Check whether the network cable can work normally;
- If you are connecting the computer with mini / mini+ through a router, please make sure the configuration of your router is normal. You can confirm by connecting the mini / mini+ with the computer directly.

Q: The T-Bar of my mini/mini+ cannot work normally.

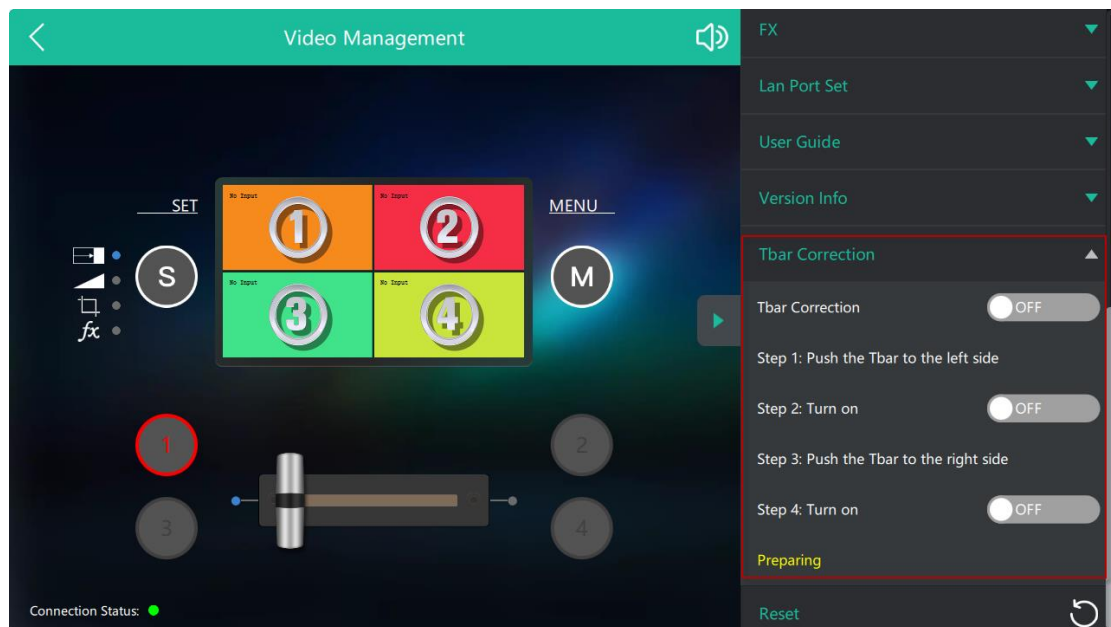
What should I do?

A:

- 1、 Check whether there is any obstacle blocking the T-bar.

If not, go to the next step;

- 2、 Please do the T-bar correction: Connect mini to the computer equipped with mini / mini+ control software through LAN port, use the T-bar correction function in mini control software to correct T-bar of your device, as shown in the following picture:



Q: How to upgrade my mini to mini + firmware?

A:

mini and mini+ are two independent products. They do not

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support upgrading mini+ firmware on mini or mini firmware on mini+.

Q: Can Mini / mini + be controlled through mobile app?

A:

- 1、 At present, Android phones can be used to control devices. Please contact RGBlink technical support personnels for the corresponding installation package.
- 2、 Please make sure that your Android phone is connected to the same LAN with mini / mini + via WiFi.

Q: My mini+ can't control the PTZ camera, what should I do?

A:

- 1、 Please make sure your PTZ camera supports Sony Visca protocol;
- 2、 Please make sure your mini+ device and PTZ camera are in the same LAN, and they can be connected normally;
- 3、 Please make sure that you have specified the IP address of PTZ camera on mini + as the IP address of PTZ camera you want to control (press s key 4 times and rotate the right knob to IP SETTING option to access the IP address setting of PTZ camera).



Q: How can mini+ achieve better chroma key effect?

A:

Try to select the sub screen signal with pure color background, select M-Fx-Chroma Key in the mini control software, select the background color, and set the Maxsetting and Minsetting of the color.

Q: Why can't mini + display audio sound column?

A:

- 1、 Ensure that HDMI signal source has sound input;
- 2、 If there is no sound signal input, please set it in the signal source.
- 3、 If you are using an external audio source, check whether the external audio source has sound input.
- 4、 If there is no signal from the external audio source, please ensure that all external audio sources are active audio (currently mini only supports active audio input), that' s the 3.5mm headphone connector.

Q: The mini / mini + control software on my computer doesn' t work, what should I do?

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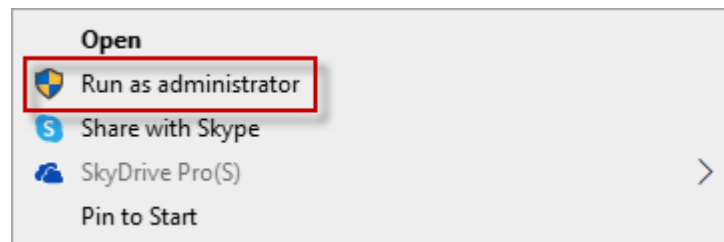
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A:

- 1、 Please make sure that you install the mini / mini+ control software with administrator rights;



- 2、 If you are using Mac OS operating system, please allow mini software to run through "System preferences - Security and privacy - General".

Q: Why can't I find the mini / mini+ USB webcam on my computer?

- 1、 Please make sure the mini / mini+ USB is connected to the computer;
- 2、 The name recognized by the Windows system is

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[RGBlink USB3.0 capture], and in MacOS should be [eEver capture device].

Q:

Why does the image jitter appear when I input the i-system signal?

A:

mini firmware 1.0, mini+ firmware 1.16 have added HDMI 1 de-interlacing function, just connect your interlaced signal to HDMI 1 input, mini will automatically de-interlace without any operation.