

Why 4K camera can not show image/video by HDMI cable

1. Why this happens?

Your 4K camera needs 3 items to support 4K.

If any one doesn't support 4K, the video won't show.

- HDMI cable
- Display device (monitor/TV)
- Video Switcher (if used)

2. How to fix it?

- Cable issue: Replace with a 4K HDMI cable.
- Display issue: Lower the camera's output resolution, or use a monitor which support 4K/3840×2160.
- Video Switcher issue: Lower the camera's output resolution, or replace with a 4K-compatible video switcher.

3. How to lower the camera's output resolution?

Method 1:

Connect camera to PC via USB cable → Open camera APP → Press [menu] on remote control → Set resolution to 1080P60.

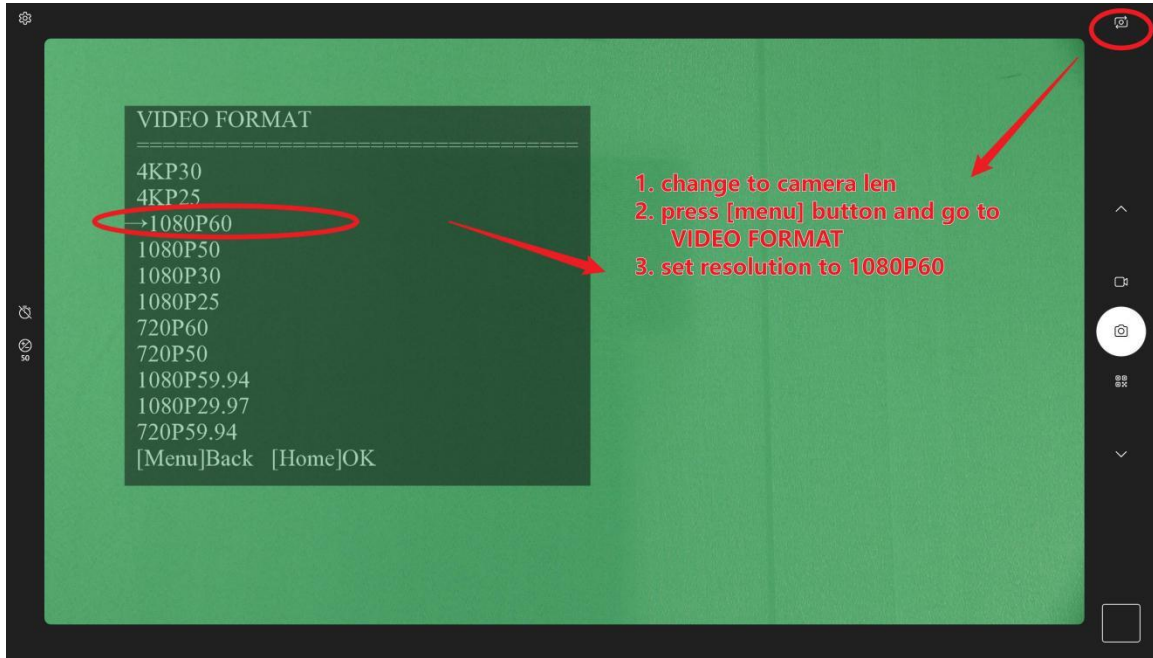
Method 2:

Get camera's IP → Login camera's web page → Set resolution to 1080P60.

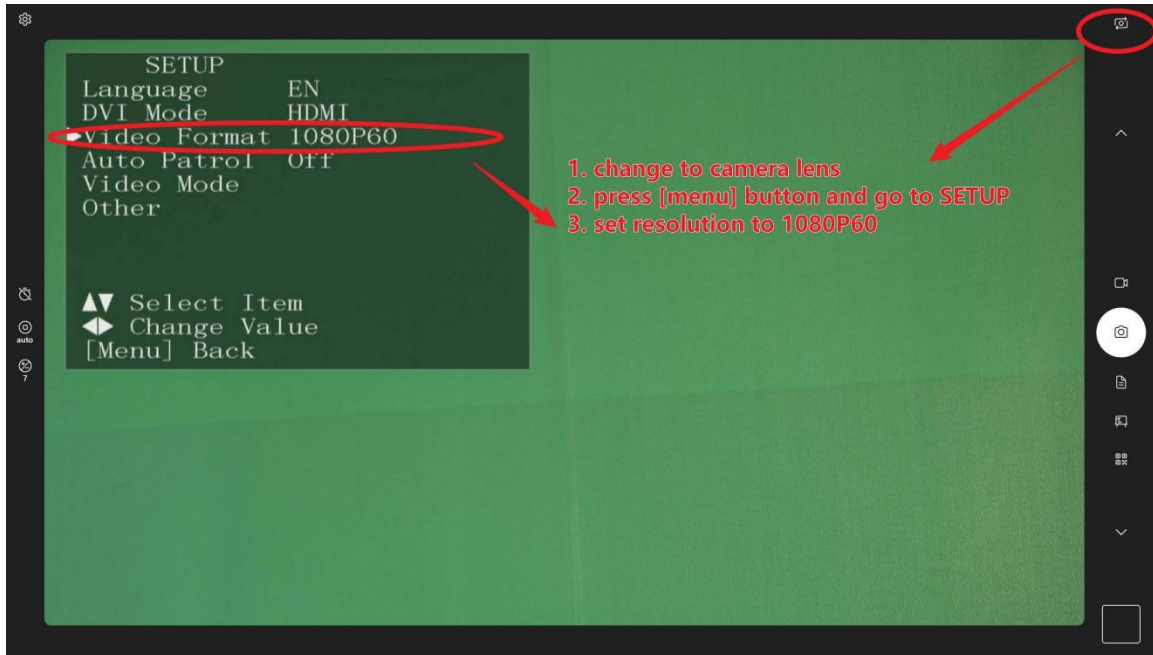
Now, please turn to the next page to view the operating procedure.

Method 1 - Operating Procedure

For Camera Model: K20UH, K30NS, K800N, K600N



For Camera Model: K820N, K820S



Method 2 - Operating Procedure

For Camera Model: K20UH, K30NS, K800N

Preview Monocular tracking **Configuration** Logout

Configurations

- Audio Configure
- Video Configure
 - Video Encode
 - Stream Publish
 - RTP Multicast
 - Video Parameters
 - Video OSD
 - OSD Font Size
 - Video Out** 1
- Network Configure
 - Network Port
 - Ethernet
 - DNS
 - GB28181
 - SRT
 - NDI
 - RTSP
- System Configure
 - SystAttr
 - SysTime
 - SysUser
 - Update
 - Default
 - Reboot

Video Out

Video Out Format 1080P60 2

4K Output Options Network stream output 4K, USB 108

Save 3

Save the parameters

Save the parameters successfully, NDI HX3 authentication mode restarts to

For Camera Model: K600N

FoMaKo

Save the parameters successfully English admin

Video Out

System Out 1080P60 2

Save 3

For Camera Model: K820N, K820S

The screenshot displays the camera's web interface. On the left, a navigation menu is visible with 'Video' highlighted and circled in red, labeled with a red '1'. Below the menu are navigation buttons (up, down, left, right, home) and controls for zoom, focus, pan, tilt, and zoom speed. The main area is titled 'Video Settings' and is divided into three sections: 'Video Settings', 'First Stream', and 'Second Stream'. In the 'Video Settings' section, 'HDMI/SDI Output' is set to 'HDMI' and 'Video Format' is set to '1920x1080/60p', both circled in red and labeled with a red '2'. The 'First Stream' section shows 'Encode Codec' as 'H264', 'Resolution' as '1920x1080', 'Bit Rate' as '8192', 'Frame Rate' as '60' fps, 'I Key Frame Interval' as '60', and 'Bit Rate Control' as 'CBR'. The 'Second Stream' section shows 'Encode Codec' as 'H264', 'Resolution' as '640x360', 'Bit Rate' as '2048', 'Frame Rate' as '30' fps, 'I Key Frame Interval' as '30', and 'Bit Rate Control' as 'CBR'. At the bottom right, a 'Submit' button is circled in red and labeled with a red '3'. An 'Info' box at the bottom right displays the message 'Data Update Successful'.

If your camera still can't show images or videos, find the camera model (on its bottom) or your Amazon order ID, then feel free to contact us at : support@fomako.net

FoMaKo Supports Team