

Dual HDMI™ Video Capture

2 HDMI™ to USB-C™ with Power Delivery 60W

JVA06



EN: Quick Installation Guide

ES: Guía de instalación rápida

DE: Kurzeinstallationsanleitung

FR : Guide d'installation rapide

IT: Guida rapida all'installazione



NL: Snelle installatiegids

PT: Guia de instalação rápida

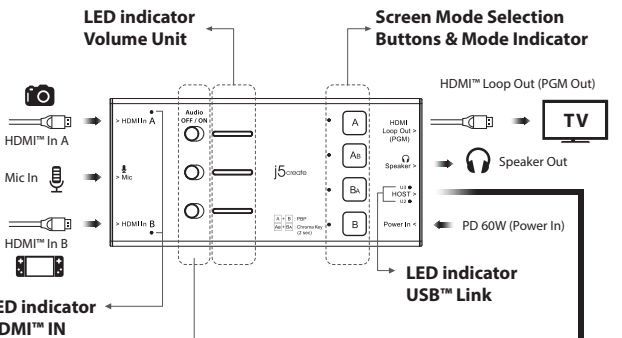
SV: Snabbinstallationsguide

日本語: クイックインストールガイド

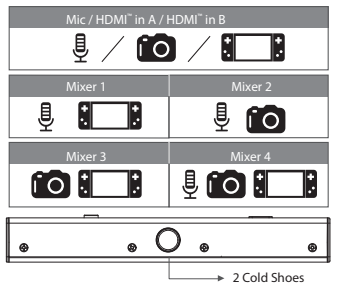
繁体中文: 快速安裝手冊

简体中文: 快速安装手册

■ Inside the box



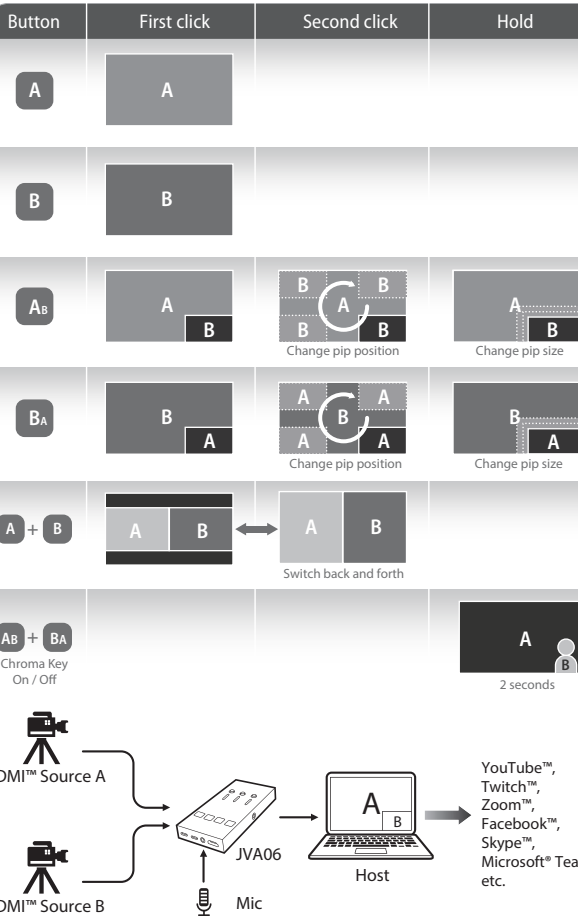
Audio Mixer



When connecting a smartphone to the JVA06, we highly recommend using the USB™ 2.0 C-to-C cable included with your JVA06.

When connecting to a computer through a USB-C™ port, we recommend purchasing our JUCX01 or JUCX03 USB-C™ 3.1 cable for better image quality and performance.

► Screen Mode Selection Buttons & Mode Indicator



English

■ System requirements

Computer

- Windows® 7 and later (driver installation is required on Windows® 7)
- macOS® X 10.10 and later
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz & above
- CPU: Intel® Core™ i7 Gen 4 & above
- RAM: 4 GB memory or higher (8 GB is recommended)

Smart Phone

- Available USB-C™ port that supports USB™ Power Delivery 2.0 or 3.0
- Android™ 7.0 and higher
- CPU: Core 2 GHz & above
- RAM: 4 GB memory or higher

■ Recommended software

Windows®: OBS™, XSplit® Broadcaster

macOS® : OBS™, QuickTime®

Android™ : CameraFi™ Live

■ Installation

The JVA06 supports dual HDMI™ input for capturing 2 channels.

- Step 1.** Connect the HDMI™ IN of the JVA06 to the output terminal (HDMI™ OUT) of the source device (such as the game console) to be recorded/streamed live.
- Step 2.** Connect to the computer using the supplied USB-C™ 3.0 to Type-A cable.
- Step 3.** Start a third-party program (such as OBS™, etc.) to begin live-streaming and recording.
- Step 4.** Connect monitor/TV to HDMI™ Loop out

■ Q&A

Q: Why isn't the captured sound synchronized with the sound on the headset?**A:** The sound on headset is in real-time, but the captured sound must be transferred to the computer via USB™ and played again.**Q:** The power source is plugged into the power connector, why isn't my smartphone/ computer charging?**A:** Please confirm that the C-to-C cable is used to connect the smartphone/computer to the JVA06. Also, check to see if your smartphone/computer supports the PD function.**Q:** Why is the image incorrect when I use my smartphone to capture an HDMI™ screen?**A:** The smartphone may not be connected properly. Please confirm that the USB™ 2.0 C-to-C cable is used to connect the smartphone to the JVA06.

Español

■ Requisitos del sistema

Equipo

- Windows® 7 y posterior (se requiere la instalación del controlador en Windows® 7)
- macOS® X 10.10 y posterior
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz y superior
- CPU: Intel® Core™ i7 Gen 4 y superior
- RAM: 4 GB de memoria o superior (se recomiendan 8 GB)

Teléfono

- Puerto USB-C™ disponible que admite USB™ Power Delivery 2.0 o 3.0
- Android™ 7.0 y superior
- CPU: Core 2 GHz y superior
- RAM: 4 GB de memoria o superior

■ Software recomendado

Windows®: OBS™, XSplit® Broadcaster

macOS® : OBS™, QuickTime®

Android™ : CameraFi™ Live

■ Instalación

JVA06 admite entrada HDMI™ dual para capturar 2 canales.

- Paso 1.** Conecte la ENTRADA HDMI™ de su JVA06 al terminal de salida (SALIDA HDMI™) del dispositivo fuente (como la consola de juegos) para que se grabe y transmita en directo.
- Paso 2.** Conéctelo al equipo mediante el cable USB-C™ 3.0 a Type-A suministrado.
- Paso 3.** Inicie un programa de terceros (como OBS™, etc.) para comenzar a transmitir y grabar en directo.
- Paso 4.** Conecte el monitor o televisor en la salida hacia fuera del HDMI™.

■ Preguntas y respuestas

P: ¿Por qué el sonido capturado no está sincronizado con el sonido de los auriculares?**R:** El sonido de los auriculares se produce en tiempo real, pero el sonido capturado se debe transferir al equipo a través de USB™ y reproducirse de nuevo.**P:** La fuente de alimentación está enchufada al conector de alimentación, ¿por qué no se carga mi teléfono inteligente o PC?**R:** Confirme que se utiliza el cable C a C para conectar el teléfono inteligente o el equipo a JVA06. Asimismo, compruebe si el teléfono inteligente o el equipo admite la función PD.**P:** ¿Por qué la imagen es incorrecta cuando uso mi teléfono inteligente para capturar una pantalla HDMI™?**R:** Es posible que el teléfono inteligente no esté conectado correctamente. Confirme que se utiliza el cable USB™ 2.0 C a C para conectar el teléfono inteligente a JVA06.

Deutsch

■ Systemanforderungen

Computer

- Windows® 7 und aktueller (Treiberinstallation ist unter Windows® 7 erforderlich)
- macOS® X 10.10 und aktueller
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz und höher
- CPU: Intel® Core™ i7 Gen 4 und höher
- RAM: 4 GB Speicher oder mehr (8 GB werden empfohlen)

Telefon

- Verfügbare USB-C™-Anschluss, der USB™ Power Delivery 2.0 oder 3.0 unterstützt
- Android™ 7.0 und höher
- CPU: Core 2 GHz und höher
- RAM: 4 GB Speicher oder mehr

■ Empfohlene Software

Windows®: OBS™, XSplit® Broadcaster

macOS® : OBS™, QuickTime®

Android™ : CameraFi™ Live

■ Installation

JVA06 unterstützt zwei HDMI™-Eingänge zur Erfassung von 2 Kanälen.

- Schritt 1.** Den HDMI™-Eingang des JVA06 mit dem Ausgang (HDMI™-Ausgang) des Eingangsgerätes (wie der Spielkonsole) zur Live-Aufnahme/zum Live-Streaming verbinden.
- Schritt 2.** Über das mitgelieferte USB-C™-3.0-zu-Type-A-Kabel eine Verbindung zum Computer herstellen.
- Schritt 3.** Ein Drittanbieter-Programm (z. B. OBS™ usw.) zum Beginnen von Live-Streaming und Aufnahme starten.
- Schritt 4.** Monitor/TV mit HDMI™-Loop-Ausgang verbinden

■ Fragen und Antworten

F: Warum wird der erfasste Ton nicht mit dem Ton am Headset synchronisiert?**A:** Der Ton am Headset ist in Echtzeit, doch der erfasste Ton muss per USB™ an den Computer übertragen und erneut wiedergegeben werden.**F:** Die Stromquelle ist an den Stromanschluss angeschlossen. Warum wird mein Smartphone/Computer nicht aufgeladen?**A:** Bitte stellen Sie sicher, dass das C-zu-C-Kabel zur Verbindung des Smartphone/Computers mit dem JVA06 verwendet wird. Prüfen Sie zudem, ob Ihr Smartphone/Computer die PD-Funktion unterstützt.**F:** Warum ist das Bild falsch, wenn ich mit meinem Smartphone einen HDMI™-Bildschirm erfasse?**A:** Das Smartphone ist möglicherweise nicht richtig verbunden. Bitte stellen Sie sicher, dass das USB™-2.0-C-zu-C-Kabel zur Verbindung des Smartphone mit dem JVA06 verwendet wird.

Français

■ Configuration système requise

Ordinateur

- Windows® 7 et versions supérieures (l'installation d'un pilote est requise sous Windows® 7)
- macOS® X 10.10 et versions supérieures
- Linux®
- CPU : Intel® Core™ i5 Gén 4, 3 GHz & plus
- CPU : Intel® Core™ i7 Gén 4 & plus
- RAM : 4 GB de mémoire minimum (8 GB recommandé)

Téléphone

- Port USB-C™ disponible qui prend en charge USB™ Power Delivery 2.0 ou 3.0
- Android™ 7.0 et supérieur
- CPU : Core 2 GHz & plus
- RAM : 4 GB de mémoire minimum

■ Logiciels recommandés

Windows®: OBS™, XSplit® Broadcaster

macOS® : OBS™, QuickTime®

Android™ : CameraFi™ Live

■ Installation

Le JVA06 prend en charge deux entrées HDMI™ pour la capture de 2 canaux.

- Étape 1.** Connectez l'entrée HDMI™ IN du JVA06 au port de sortie (HDMI™ OUT) de l'appareil source (comme une console de jeu) pour enregistrer/diffuser en direct.
- Étape 2.** Connectez à l'ordinateur en utilisant le câble USB-C™ 3.0/Type-A fourni.
- Étape 3.** Lancez un programme tiers (tel que OBS™, etc.) pour commencer la diffusion en direct et l'enregistrement.
- Étape 4.** Connectez le moniteur/le téléviseur via HDMI™.

■ Q&R

Q: Pourquoi le son reçu n'est-il pas synchronisé avec le son du casque ?**R:** Le son du casque est en temps réel, mais le son reçu doit être transféré sur l'ordinateur via USB™ et joué à nouveau.**Q:** La source d'alimentation est branchée sur le connecteur d'alimentation, pourquoi mon smartphone/ordinateur ne se recharge-t-il pas ?**R:** Veuillez vérifier que le câble C/C est utilisé pour connecter le smartphone/l'ordinateur au JVA06. Vérifiez également si votre smartphone/ordinateur prend en charge la fonction PD.**Q:** Pourquoi l'image est-elle incorrecte lorsque j'utilise mon smartphone pour capturer un écran HDMI™ ?**R:** Le smartphone n'est peut être pas correctement connecté. Veuillez vérifier que le câble USB™ 2.0 C/C est utilisé pour connecter le smartphone au JVA06.

Italiano

■ System requirements

Computer

- Windows® 7 e versione successiva (l'installazione dei driver è necessario su Windows® 7)
- macOS® X 10.10 e versione successiva
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz e superiore
- CPU: Intel® Core™ i7 Gen 4 e superiore
- RAM: 4 GB di memoria o superiore (si consigliano 8 GB)

Telefono

- Porta USB-C™ disponibile con supporto USB™ Power Delivery 2.0 o 3.0
- Android™ 7.0 e versione successiva
- CPU: Core 2 GHz e superiore
- RAM: 4 GB di memoria o superiore

■ Software consigliato

Windows®: OBS™, XSplit® Broadcaster

macOS® : OBS™, QuickTime®

Android™ : CameraFi™ Live

■ Installazione

JVA06 supporta due ingressi HDMI™ per l'acquisizione di 2 canali.

- Passo 1.** Collegare HDMI™ IN di JVA06 al terminale di uscita (HDMI™ OUT) del dispositivo sorgente (ad esempio, la console giochi) per la registrazione/lo streaming live.
- Passo 2.** Collegare al computer con il cavo da USB-C™ 3.0 a Tipo A in dotazione.
- Passo 3.** Avviare un programma di terzi (ad esempio OBS™, ecc.) per avviare lo streaming e la registrazione live.
- Passo 4.** Collegare monitor/TV all'uscita loop HDMI™

■ Domande e risposte

D: Perché l'audio acquisito non è sincronizzato con l'audio delle cuffie?**R:** L'audio delle cuffie è in tempo reale, ma l'audio acquisito deve essere trasferito al computer tramite USB™ e riprodotto di nuovo.**D:** La fonte di alimentazione è collegata al connettore di alimentazione. Perché lo smartphone/il computer non si carica?**R:** Verificare che il cavo da C a C venga utilizzato per collegare lo smartphone/il computer a JVA06. Inoltre, controllare se il smartphone/il computer supporta la funzione PD.**D:** Perché l'immagine non è corretta quando si utilizza lo smartphone per acquisire una schermata HDMI™?**R:** Lo smartphone potrebbe non essere collegato correttamente. Verificare che il cavo USB™ 2.0 da C a C venga utilizzato per collegare lo smartphone a JVA06.

STOP!

If you have any problems with this product please contact our technical support team before returning it to the store.

TECHNICAL SUPPORT

Customer Service: **888-988-0488**
Technical Support : **888-689-4088**
Email : **service@j5create.com**
Service Hours : **Mon. - Fri. 10:00 - 18:00 E.S.T**
Support Ticket : **tickets.j5create.com**

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Nederlands

■ **Systeemvereisten**
Computer

- Windows® 7 en later (installatie van stuurprogramma vereist voor Windows® 7)
- macOS® X 10.10 en later
- Linux®
- CPU : Intel® Core™ i5 Gen 4, 3 GHz en hoger
- CPU : Intel® Core™ i7 Gen 4 en hoger
- RAM: 4 GB geheugen of meer (8 GB wordt aanbevolen)

Telefoon

- Vrije USB-C™-poort die USB™ Power Delivery 2.0 of 3.0 ondersteunt
- Android™ 7.0 en hoger
- CPU : Core 2 GHz & hoger
- RAM: 4 GB geheugen of meer

■ **Aanbevolen software**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™ : CameraFi™ Live

■ **Installatie**

De JVA06 ondersteunt dubbele HDMI™-invoer voor het vastleggen van 2 kanalen.

Step 1. Sluit de HDMI™-INGANG van de JVA06 aan op de uitgang (HDMI™-UITGANG) van het op te nemen/live te streamen bronapparaat (zoals een game console).

Step 2. Maak verbinding met de computer via de meegeleverde USB-C™ 3.0 naar Type-A-kabel.

Step 3. Start een programma van derden (zoals OBS™ enz.) om live-streaming en opnemen te starten.

Step 4. Sluit de monitor/TV aan op HDMI™ Loop-out

■ **V&A**

V. Waarom loopt het vastgelegde geluid niet synchroon met het geluid door de headset?

A: Het geluid door de headset is in real-time, maar het vastgelegde geluid moet via USB™ naar de computer worden overgebracht en opnieuw weergegeven.

V. De voeding is aangesloten op de voedingsconnector, waarom laadt mijn smartphone/computer niet op?

A: Controleer of de C-naar-C kabel wordt gebruikt om de smartphone of computer met de JVA06 te verbinden. Controleer tevens of de smartphone of computer de functie PD ondersteunt.

V. Waarom is het beeld onjuist als ik mijn smartphone gebruik om een HDMI™-scherm vast te leggen?

A: Het is mogelijk dat de smartphone niet goed is aangesloten. Controleer of de USB™ 2.0 C-naar-C kabel wordt gebruikt om de smartphone met de JVA06 te verbinden.

Português

■ **Requisitos do sistema**
Computador

- Windows® 7 e mais recente (é necessária a instalação do controlador no Windows® 7)
- macOS® X 10.10 e mais recente
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz e superior
- CPU: Intel® Core™ i7 Gen 4 e superior
- RAM: 4 GB de memória ou superior (recomenda-se 8 GB)

Telefone

- Porta USB-C™ disponível que suporta USB™ Power Delivery 2.0 ou 3.0
- Android™ 7.0 e mais recente
- CPU: Core 2 GHz e superior
- RAM: 4 GB de memória ou superior

■ **Software recomendado**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™ : CameraFi™ Live

■ **Instalação**

O JVA06 suporta entrada HDMI™ dupla para capturar 2 canais.

Passo 1. Ligue a entrada HDMI™ IN do JVA06 ao terminal de saída (HDMI™ OUT) do dispositivo de origem (por exemplo, uma consola de jogos) a gravar/transmitir em direto.

Passo 2. Ligue o computador utilizando o cabo USB-C™ 3.0 para Tipo-A fornecido.

Passo 3. Inicie um programa de terceiros (por exemplo, OBS™, etc.) para iniciar a transmissão em direto e a gravação.

Passo 4. Ligue o monitor/TV à saída HDMI™

■ **Perguntas e Respostas**

P. Porque é que o som captado não está sincronizado com o som dos auscultadores?

R: O som nos auscultadores é em tempo real, mas o som captado deve ser transferido para o computador através de USB™ e reproduzido novamente.

P. A fonte de alimentação está ligada ao conector de alimentação, porque é que o meu smartphone/computador não está a carregar?

R: Certifique-se de que o cabo C-para-C é utilizado para ligar o smartphone/ computador ao JVA06. Além disso, verifique se o seu smartphone/computador suporta a função PD.

P. Porque é que a imagem está incorreta quando utilizo o meu smartphone para captar um ecrã HDMI™?

R: O smartphone poderá não estar corretamente ligado. Certifique-se de que o cabo USB™ 2.0 C-para-C é utilizado para ligar o smartphone ao JVA06.

Systemkrav

■ **System requirements**
Dator

- Windows® 7 och senare (installation av drivrutin krävs på Windows® 7)
- macOS® X 10.10 och senare
- Linux®
- Processor: Intel® Core™ i5 Gen 4, 3 GHz och högre
- Processor: Intel® Core™ i7 Gen 4 och högre
- RAM-minne: 4 GB minne eller högre (8 GB rekommenderas)

Telefon

- Har USB-C™-port med stöd för USB™-strömförsörjning 2.0 eller 3.0
- Android™ 7.0 och högre
- Processor: Core 2 GHz och högre
- RAM-minne: 4 GB minne eller högre

■ **Rekommenderad programvara**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™ : CameraFi™ Live

■ **Installation**

JVA06 har stöd för dubbel HDMI™-ingång för att fånga in 2 kanaler.

Step 1. Anslut HDMI™ IN på JVA06 till utgångsterminalen (HDMI™ OUT) på källenheten (t.ex. spelkonsol) som ska spelas in/strömmas direkt.

Step 2. Anslut datorn med den medföljande USB-C™ 3.0 till Type-A-kabeln.

Step 3. Starta ett program från tredje part (t.ex. OBS™ osv.) för att börja direktsända och spela in.

Step 4. Anslut skärm/tv till HDMI™-utgången

■ **Frågor och svar**

F. Varför är det infångade ljudet inte synkroniserat med ljudet på headsetet?

S: Ljudet på headsetet är direktsänt, men det infångade ljudet måste överföras till datorn via USB™ och spelas igen.

F. Strömkällan är ansluten till strömkontakten, varför laddas inte min smarttelefon/dator?

S: Kontrollera att du använder C-till-C-kabeln som anslutning mellan smarttelefonen/datorn och JVA06. Kontrollera också om smarttelefonen/datorn stödjer PD-funktionen.

F. Varför är bilden felaktig när jag använder min smarttelefon för att fånga in en HDMI™-skärm?

S: Smarttelefonen är kanske inte ordentligt ansluten. Kontrollera att du använder USB™ 2.0 C-till-C-kabeln som anslutning mellan smarttelefonen och JVA06.

日本語

■ **システム要件**
コンピューター

- Windows® 7 以降 (Windows® 7 の場合は、ドライバのインストールが必要です)
- macOS® X 10.10 以降
- Linux®
- CPU: Intel® Core™ i5 Gen 4, 3 GHz 以上
- CPU: Intel® Core™ i7 Gen 4 以上
- RAM: 4 GB 以上のメモリ (8 GB を推奨)

携帯電話

- USB™ Power Delivery 2.0 または 3.0 に対応する USB-C™ ポートが利用可能であること
- Android™ 7.0 以降
- CPU: Core 2 GHz 以上
- RAM: 4 GB 以上のメモリ

■ **推奨ソフトウェア**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™: CameraFi™ Live

■ **取り付け**

JVA06 は、2 チャンネルを取り込むために、デュアル HDMI™ 入力に対応します。

ステップ 1: ソースデバイス (ゲームコンソールなど) の出力端子 (HDMI™ 出力) に JVA06 の HDMI™ 入力を接続して、ライブを録画/ストリーミングします。

ステップ 2: 付属の USB-C™ 3.0 - Type-A ケーブルを使用して、コンピューターに接続します。

ステップ 3: サードパーティ製プログラム (OBS™ など) を起動して、ライブストリーミングや録画を開始します。

ステップ 4: HDMI™ ループ出力にモニター/テレビを接続します

■ **Q&A**

Q. 取り込まれた音声ヘッドセットの音声と同期していないのはなぜですか?

A: ヘッドセットの音声はリアルタイムの音声です。一方、取り込まれた音声は、USB™ を経由してコンピューターに転送され、再生されるため同期されません。

Q. 電源コネクタに電源を接続していますが、スマートフォン/コンピューターが充電されないのはなぜですか?

A: JVA06 にスマートフォン/コンピューターを接続するために、C - C ケーブルを使用していることを確認してください。また、スマートフォン/コンピューターが、PD 機能に対応していることを確認してください。

Q. HDMI™ 画面と取り込むためにスマートフォンを使用しているとき、画像が適切でないのはなぜですか?

A: スマートフォンが正しく接続されていない可能性があります。JVA06 にスマートフォンを接続するために、USB™ 2.0 C - C ケーブルを使用していることを確認してください。

繁體中

■ **系統需求**
電腦

- Windows® 7或更高版本 (Windows® 7需要安裝驅動程序)
- macOS® X 10.10或更高版本
- Linux®
- CPU: Intel®Core™ i5 Gen 4~3 GHz或更高
- CPU: Intel®Core™ i7 Gen 4或更高版本
- RAM: 4 GB或更高 (建議8 GB)

手機

- 具備支援USB™ Power Delivery 2.0或3.0的USB-C™接口
- Android™ 7.0或更高版本
- CPU: 2 GHz或更高
- RAM: 4 GB或更高

■ **推薦軟體**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™: CameraFi™ Live

■ **安裝**

JVA06支援雙HDMI™輸入影音擷取。

步驟1: 將訊號來源設備 (例如遊戲機) 的HDMI™輸出端連接至JVA06的HDMI™ In以進行即時錄製及直播串流。

步驟2: 使用隨附的USB-C™ 3.0轉Type-A線連接JAV06與電腦。

步驟3: 啟動第三方應用軟體 (例如OBS™) 並進行直播或錄製。

步驟4: 將螢幕/電視連接到HDMI™ Loop Out

■ **Q&A**

Q: 擷取的聲音跟耳機聲音沒有同步。

A: 在耳機上聽到的聲音是即時的,但擷取的聲音是透過 USB™ 傳到電腦後再次播放的。

Q: 我已將電源插入POWER接口,但我的智慧手機/電腦沒有充電。

A: 請確認使用的C-to-C線有將智慧手機/電腦連接到JVA06。另外,檢查您的智慧手機/電腦是否支持PD充電功能。

Q: 當我使用智慧手機擷取HDMI™影像時,影像無法正確輸入到智慧型手機。

A: 有可能智慧手機並沒有被連接正確,請確認USB™ 2.0 C-to-C線有將手機連接到JVA06。

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■ **系统需求**
电脑

- Windows® 7或更高版本 (Windows® 7需要安装驱动程序)
- macOS® X 10.10或更高版本
- Linux®
- CPU: Intel®Core™ i5 Gen 4~3 GHz或更高
- CPU: Intel®Core™ i7 Gen 4或更高版本
- RAM: 4 GB或更高 (建议8 GB)

手机

- 配置支持USB™ Power Delivery 2.0或3.0的USB-C™接口
- Android™ 7.0或更高版本
- CPU: 2 GHz或更高
- RAM: 4 GB或更高

■ **推荐软件**

Windows®: OBS™, XSplit® Broadcaster
macOS®: OBS™, QuickTime®
Android™: CameraFi™ Live

■ **安装**

JVA06支持双HDMI™输入影音摄取。

步骤1: 将讯号来源设备 (例如游戏机) 的HDMI™输出端连接至JVA06的HDMI™ In以进行即时录制及直播串流。

步骤2: 使用随附的USB-C™ 3.0转Type-A线连接JAV06与电脑。

步骤3: 启动第三方应用软体 (例如OBS™) 并进行直播或录制。

步骤4: 将显示器/电视连接到HDMI™ Loop Out

■ **Q&A**

Q: 摄取的声音跟耳机声音没有同步。

A: 在耳机上听到的声音是即时的,但摄取的声音是透过 USB™ 传到电脑后再次播放的。

Q: 我已将电源插入POWER接口,但我的智能手机/电脑没有充电。

A: 请确认使用的C-to-C线有将智能手机/电脑连接到JVA06。另外,检查您的智能手机/电脑是否支持PD充电功能。

Q: 当我使用智能手机摄取HDMI™影像时,影像无法正确输入到智能手机。

A: 有可能智能手机并没有被连接正确,请确认USB™ 2.0 C-to-C线有将手机连接到JVA06。

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j5create offers a limited 2-year warranty. User's wear & tear damage is not included. The user shall call or email j5create customer service with the defect information of the product and obtain a return authorization number. Users are responsible for one-way return freight cost and we will take care of one-way freight back. In order to obtain a return authorization number, users should have the following information handy when calling or emailing the service team:

- (i) a copy of the original purchase invoice to verify your warranty
- (ii) a product serial number
- (iii) a description of the problem
- (iv) customer's name, address, and telephone number

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