MAGEWELL®

Pro Convert IP to USB FAQ

Update Date: August 20, 2025

1. **What's the difference between Normal Mode and Content Mode?**

   Zoom Rooms V6.5.5 or higher recognizes Pro Convert IP to USB as a compatible device. You can set the device via the web UI to operate in either Normal Mode or Content Mode based on your usage scenario to accommodate various scenarios.

   • Normal Mode – optimized for live camera feeds. In this mode, Pro Convert IP to USB decodes the IP stream and provides a fixed 720p resolution capture to the Zoom Rooms host, reducing the host's processing load while ensuring clear and smooth video. Additionally, when in this mode, Pro Convert IP to USB is configured as the meeting's microphone and camera, allowing you to control the camera's PTZ (Pan-Tilt-Zoom) functions directly from the Zoom Rooms interface.

   • Content Mode – intended for computer-generated sources such as PowerPoint decks, documents, or whiteboard applications. This mode provides 1080p resolution capture with accurate color fidelity.

2. **Do I need to purchase separate devices to capture IP streams from cameras or computers?**

   No. One Pro Convert IP to USB handles both scenarios. You can simply select the corresponding mode via the web UI:

   • For camera feeds, choose Normal Mode.

   • For computer-shared content, choose Content Mode.

   Note: This setting is only effective for Zoom Rooms users with V6.5.5 or higher. If you are using other software, the two modes will function identically.

3. **Does Pro Convert IP to USB support decoding NDI® HX 1?**

   Pro Convert IP to USB does not support NDI HX 1. However, it is compatible with the NDI High Bandwidth, NDI HX 2, and NDI HX 3 protocols for decoding higher-bandwidth NDI streams.

4. **Can I directly connect a camera that sends an RTSP stream to a Pro Convert IP to USB device using an Ethernet cable to achieve capture?**

   Yes. You need to manually assign IP addresses to the camera and the Pro Convert IP to USB device within the same VLAN to ensure they can communicate properly.

5. Is Pro Convert IP to USB recognized by Microsoft Teams and Microsoft Teams Rooms?

Although Microsoft has not yet established a formal certification program for IP capture devices like Pro Convert IP to USB, the device can still be recognized by Microsoft Teams and Microsoft Teams Rooms. Here are our test findings:

In Microsoft Teams software, Pro Convert IP to USB will be recognized as a "Camera."

In Microsoft Teams Rooms, it will be recognized as a "Peripheral."

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