USB 3.0 to DisplayPort 4K Ultra HD Adapter Installation Guide

Introduction

The *USB 3.0 to DisplayPort 4K Ultra HD Adapter* adds a DisplayPort port to your USB 3.0 enabled system.

Key Features and Benefits

- Compliant with Universal Serial Bus 3.0 Specification
- Video resolution up to 8.3 Mega Pixel, supporting up to 3840x2160 @ 30Hz
- Supports standard and wide-screen aspect ratios
- Integrated DisplayPort Audio

Lot Number Sticker

For future product return or exchange, this Lot number is required. Please keep it for your reference.

System Requirements

- Desktop or notebook with an available USB 2.0/3.0 port (USB 3.0 recommended)
- Windows® 8.1 (32-/64-bit)/ 8 (32-/64-bit) / 7 (32-/64-bit)
- Mac OS® X 10.7 or later

Package Contents

- *USB 3.0 to DisplayPort 4K Ultra HD Adapter*
- Driver CD
- Installation guide

Layout

LED**

DisplayPort connector

USB 3.0 type A connector

**On when *USB 3.0 to DisplayPort 4K Ultra HD Adapter* is connected

Figure 1: Layout

Windows Installation

Make sure the proper version driver for your graphics card is installed, the *USB 3.0 to DisplayPort 4K Ultra HD Adapter* is not designed to work with Windows' embedded **Standard VGA Graphics Adapter** driver.

> **Important**: Do not plug the adapter into the computer until instructed to do so.

Windows 8.1 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit)

1. Insert the driver CD. Close the CD **AutoPlay** box if prompted.

2. Click **This PC** (For Windows 8.1) / **Start** (For Windows 8 and 7) in the **Search programs and files** box, type **D:\setup.exe**, press **Enter**. Or press **Windows key** and **R**, type **D:\setup.exe** in the Run window, and click **OK**. (Change **D:** to match your CD/DVD-ROM drive letter)

3. *For Windows 8.1 and 8*: At the **User Account Control**, click **Yes**.
   For Windows 7: At the DisplayLink Software

3

Notification, click **Continue anyway**. Skip this step if not prompted.

4. Wait for a few minutes for the driver installation process to complete. While waiting, connect your second monitor to the DisplayPort adapter and turn it on.

5. Plug the adapter into the computer and the driver will be installed automatically.

6. Restart your system to complete the installation.

To Verify Windows Installation

1. Go to Device Manager to verify installation.
   For Windows 8.1: Right click **This PC**, click **Manage**, then click **Device Manager**.
   For Windows 8 / 7: Right click **Computer** or **My Computer**, click **Manage**, then click **Device Manager**.

2. Double click **USB Display Adapters**, a *USB 3.0 UHD DisplayPort Adapter* should be displayed.

Display Configuration

After successful driver installation, a display

utility icon 🖥 will appear in the taskbar by the system clock. **Note:** The icon may be hidden in the Windows System Tray. Click the arrow icon ◢ to display it.

Selectable Viewing Modes

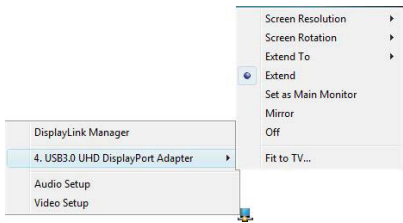Access the utility by clicking the utility icon 🖥 , and point to *USB 3.0 UHD DisplayPort Adapter.*

Figure 2: Utility Settings

- **Screen Resolution**: Click on it to display available resolution options

  Note: This function is disabled in mirror mode, as the resolution is defined by the resolution of the primary monitor.

- **Screen Rotation**: Rotates the screen according to the desired orientation

- **Extend To**: Extends the screen according to the desired orientation
- **Extend** (default setting): Extends your desktop for easy viewing of multiple windows. The window will move off the primary display from the right side and enter the extended display from the left side
- **Set as Main Monitor**: Sets this extended screen as the main screen
- **Mirror**: Duplicates the primary monitor to the monitor which connects with the *USB 3.0 to DisplayPort 4K Ultra HD Adapter*
- **Off**: Turns off the *USB 3.0 to DisplayPort 4K Ultra HD Adapter*
- **Fit to TV**: Adjusts the size of the desktop on the TV

Multi-Monitor Configuration

The add-on monitors can be configured by clicking the utility icon and selecting **DisplayLink Manager** or **Video Setup**. The configuration page can also be opened using the steps below.

Position the mouse anywhere on the desktop:

For Windows 8.1 / 8 / 7: Right click then select **Screen resolution**.

Extended Mode

1. Refer to the **Multi-Monitor Configuration** section above to open the configuration window.
2. In the **Display** drop-down menu, select the preferred monitor.

    For Windows 8.1: In the **Multiple displays** drop-down menu, select **Extend these displays**.

    For Windows 8 / 7: In the **Multiple displays** drop-down menu, select **Extend desktop to this display**.
3. Click **OK** to confirm the change.
4. Once the setting is completed, simply drag and drop the application icons or the opened window, in restore down mode, to the add on monitor. However, some applications may not support the extended desktop.
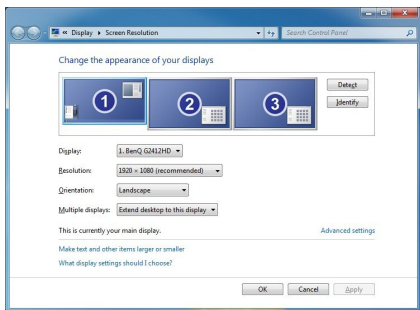
Figure 3: Monitor Orientation

Mirror Mode

1. Refer to the **Multi-Monitor Configuration** section on page 6 to open the configuration window.

2. In the **Display** drop-down menu, select the preferred monitor.
    For Windows 8.1 / 8 / 7: Check **Multiple displays**, select **Duplicate these displays**.

3. Click **OK** to confirm and close the settings screen.

Primary Monitor

1. Refer to the **Multi-Monitor Configuration** section on page 6 to open the configuration window.
2. In the **Display** drop-down menu, select the preferred monitor.
3. *For Windows 8.1 / 8 / 7*: Check the **Make this my main display** box.
4. Click **OK** to confirm the change.

Windows Shortcut

Press **Windows key** and **P** to bring up the menu and choose a desired mode.
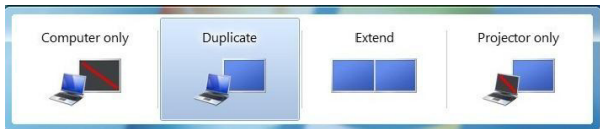

Figure 4: Windows Shortcut

Cursor Disappearing

In some cases, when removing the adapter while in extended mode, the desktop will still be paired to the add-on monitor(s) and the mouse cursor may not return to the primary monitor. If this happens, connect the add-on monitor(s) and adapter again or keep moving the mouse.

Video Playback in Extended Mode

If the video or DVD playback quality is poor or skips frames in the extended mode, please playback on the primary monitor instead of the add-on monitors.

Windows Uninstallation

1. *For Windows 8.1/8/7:* Open **Control Panel**> **Programs**> **Programs and Features**.
2. Click **DisplayLink Graphics**, click **Uninstall** or **Remove**, then click **Yes**.
3. Follow the on-screen instructions to remove the driver.

Mac OS Installation

1. Connect your second monitor to the adapter and turn it on, then plug the adapter into the computer.

2. Insert the driver CD, then double click the driver CD icon on the desktop.

3. Double click folder **Mac OS X 10.6-10.9**, then double click **DisplayLink_Mac_2.2. dmg**

4. At the prompted DisplayLink Installer, double click **DisplayLink Software Installer.pkg**

5. At Introduction, click **Continue**.

6. At License, click **Continue**, then click **Agree**.

7. At Installation Type, click **Install**, then click **Continue Installation**.

8. Type in name and password, then click **OK** or **Install Software**.

9. When installation was completed successfully, click **Restart**.

To Verify Mac OS Installation

1. Click the Apple menu from the menu bar,

click **More Info**, then click **System Report.**

2. Click **Extensions** from the left sidebar, a **DisplayLinkDriver** should be displayed.

Mac Display Utility

Access the display utility menu by clicking **System Preferences**, then click **Displays**.

Setting the Display Resolutions

Select an available resolution from the Display Preferences window. The resolutions available depend on both the *USB 3.0 to DisplayPort 4K Ultra HD Adapter* and the capabilities of the connected display.
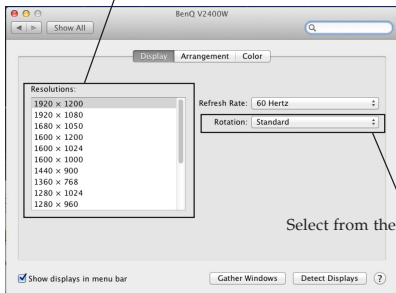
Select from the Resolution drop down list

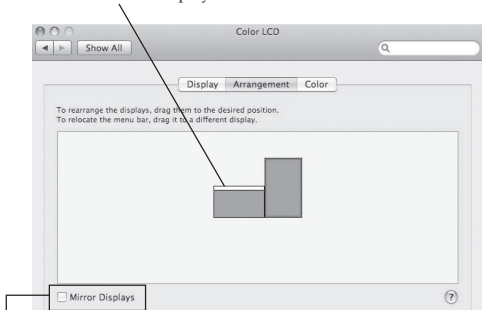Select from the Rotate drop down list

Figure 5

Rotating a Display

Configure the orientation using the **Rotate** drop down, see **Figure 5**. Select the appropriate angle of rotation to match your display's set up.

Setting the Display to Mirror/Extend Mode

Check the **Mirror Displays** box on the **Arrangement** pane to enable the mirror mode. See **Figure 6**. Uncheck the box to set the display to extended mode.

Change the main display by simply dragging the white menu bar between the displays.

Check the Mirror Displays box to enable the mirror mode; uncheck it to go back to the default setting (extend mode).

Figure 6

Changing the Main Display

As **Figure 6**, you can change the main display by moving the Menu Bar between displays.

Mac OS Driver Uninstallation

1. Insert the driver CD.
2. Double click **Driver** CD icon on the Desktop.
3. Double click **Mac OS X 10.6-10.9** folder.
4. Double click **displaylink_Installer_2.2.dmg**.
5. Double click **DisplayLink Software Uninstaller**, then Select **Uninstall**.
7. Type in the password, then click **OK**.
8. Click **Restart** to complete uninstallation.

Supported Video Resolutions

Refer to Table 1 for the supported resolutions:

Widescreen		
3840x2160	2560x1600	2048x1152
1920x1200	1920x1080	1680x1050
1600x900	1440x900	1360x768
1280x800	1280x768	1280x720
Stardard		
1600x1200	1400x1050	1280x1024
1280x960	1152x864	1024x768

** MAC system only supports up to 1920x1080 @60Hz

Table 1

Frequently Asked Questions

Q1: Why won't my DVD player work when I move it over to the extended display?

A1: Some DVD playback software packages do not support playing on a second display adapter.

Q2: How come my open window will not move over to the extended display?

A2: Restore down the open window before moving it over to the extended display, also make sure the open window is moved completely over onto the extended display.

Q3: There are lines running horizontally up and down my screen or the screen is distorted.

A3: This is due to a low or unsupported refresh rate setting. You can change this in **Display Properties/Settings/Advanced/Monitor**. **Note**: Select the *USB 3.0 to DisplayPort 4K Ultra HD Adapter* and do not set the refresh rate higher than what your monitor can support.

Q4: Why can't I make the *USB 3.0 to 4K Ultra*

HD Adapter the primary display?

A4: Some video cards ship with a utility that prevents other video cards from being set as the primary video card. Check the bottom right hand corner of the taskbar for the utility. Disable the utility before switching the *USB 3.0 to DisplayPort 4K Ultra HD Adapter* to be the primary display.

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Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at *www.siig.com* and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analyst will promptly respond.

SIIG offers a 3-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for three (3) years from the date of purchase of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

A) If it is within the store's return policy period, please return the product to the store where you purchased from.

B) If your purchase has passed the store's return policy period, please follow the steps below to have the product repaired or replaced.

    Step 1: Submit your RMA request.

    Go to **www.siig.com**, click **Support**, then **REQUEST A PRODUCT REPLACEMENT** to submit a request to <u>SIIG RMA</u> or fax a request to 510-657-5962. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

    Step 2: After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All accessories that came with the original package must be included.

- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton.

- You are responsible for the cost of shipping to SIIG. Ship the product to the following address:

    SIIG, Inc.
    6078 Stewart Avenue
    Fremont, CA 94538-3152, USA
    RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer.

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio.

SIIG products offer comprehensive user manuals, many user-friendly features, and are backed by an extensive manufacturer warranty. High quality control standards are evident by the overall ease of installation and compatibility of our products, as well as one of the lowest defective return rates in the industry. SIIG products can be found in computer retail stores, mail order catalogs, through major distributors, system integrators, and VARs in the Americas and the UK, and through e-commerce sites.

PRODUCT NAME

USB 3.0 to DisplayPort 4K Ultra HD Adapter

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

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