USB 3.0 to HDMI/DVI Dual Display Adapter Installation Guide

Introduction

The *USB 3.0 to HDMI/DVI Dual Display Adapter* lets you easily and quickly add dual displays to your USB 3.0 enabled system.

Key Features and Benefits

- Adds an HDMI and DVI-I port to Windows and Mac computers
- SuperSpeed USB 3.0 data transfer rate supports smooth video and images
- Supports high resolutions up to 1080p (Full HD) and 2048x1152
- Easy and quick installation, no external power adapter required
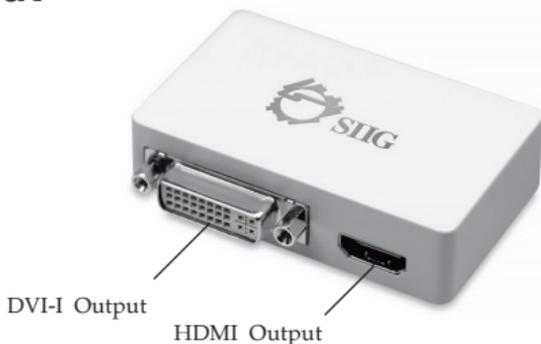- Allows connecting up to 3 adapters per system

System Requirements

- Intel Core Due 2.0 GHz CPU with an available USB 2.0/3.0 port (USB 3.0 recommended)
- Windows® 10 (32-/64-bit) / 8 (32-/64-bit) / 7 (32-/64-bit) / Vista (32-/64-bit) / XP (32-bit)
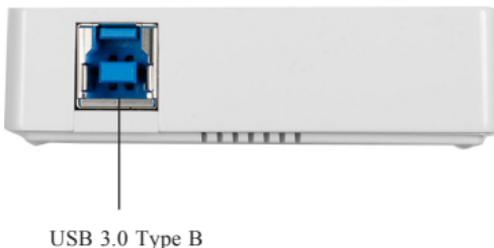- Mac OS X® v10.6 to 10.11

Package Contents

- *USB 3.0 to HDMI/DVI Dual Display Adapter*
- USB 3.0 cable (Type A/B)
- Software CD
- Installation guide

Layout

DVI-I Output

HDMI Output

Figure 1: Front Layout

USB 3.0 Type B

Figure 2: Back Layout

Application

PC

DVI
Display

HDMI
Display

One PC can connect up to three *USB 3.0 to HDMI/DVI Dual Display Adapters*, equivalent to up to six monitors.

Figure 3: Application

Windows Installation

Follow the instructions below to install the *USB 3.0 to HDMI/DVI Dual Display Adapter* drivers.

1. Insert the driver CD.
2. The AutoPlay window will pop- up. If not, browse the CD/DVD manually.
3. Run **Setup.exe**, and click **Yes** at the **User Account Control** window. (For Vista and XP, choose the specific folder first then run **Setup.exe**.)
4. **DisplayLink Graphics** window appears, select **Install** at "system check" stage.
5. At "First connect" stage, connect your monitor(s) to the *adapter* then connect the *adapter* to a USB port of the computer.
6. When the *adapter* is detected, the Final Setup will run automatically.
7. Once the Final Setup is done, an "Installation complete" message shows, at that time select **Finish**.
8. Restart the computer and the *adapter* is ready for use.

To Verify Windows Installation

1. Right click **This PC**, **Computer** or **My Computer** on the desktop, and click **Manage**.

2. Select **Device Manager** and expand **Sound, Video and game controllers**.

3. **U3 Multi Video Audio** should be displayed in the list.

> **Note**: If there is a 🤔 (yellow question mark) or ❗ (exclamation mark) next to that item, then the driver is not properly installed. Please delete the item, unplug the adapter and repeat the driver installation steps.

Display Configuration

> **Note**: The screen shots in this section are using Windows 7 operating system. Other operating systems may not match, however, the buttons, tabs and menus will be similar.

Utility Settings

The supplied utility allows configuring display mode, screen rotation, screen resolution, and physical arrangement of your monitors.

1. Click 🖳 (**utility icon**) in the Windows System Tray. Note that the utility icon may be hiddden in the Windows System Tray. Click ▲ **(arrow icon)** to bring up more icons.
2. Select a preferred option, and then click it.

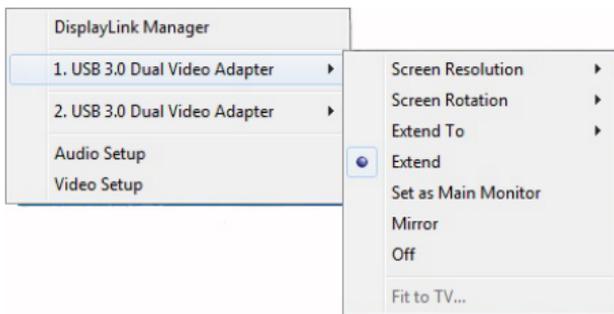**Figure 4: Utility Setting**

Description of the Settings

- **DisplayLink Manager:** Shows the version of the software

USB 3.0 Dual Video Adapter:

- **Screen Resolution**: Click to select an available resolution. 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 (Normal / Rotated Left / Rotated Right / Upside-Down)
- **Extend To**: Extends the screen according to the desired orientation (Right / Left / Above / Below)
- **Set as Main Monitor**: Sets the selected monitor as the main screen
- **Mirror**: Displays the same image on all connected monitors
- **Off**: Turns off the selected monitor

- **Fit to TV**: Adjusts the size of Windows Desktop on the TV. Note that this function works only when one add-on monitor is connected
- **Audio Setup**: Enables the Windows audio configuration page. This function works only in specific models
- **Video Setup**: Enables the Windows screen resolution for advanced settings such as display resolution and display modes (Mirror / Extend / Primary)
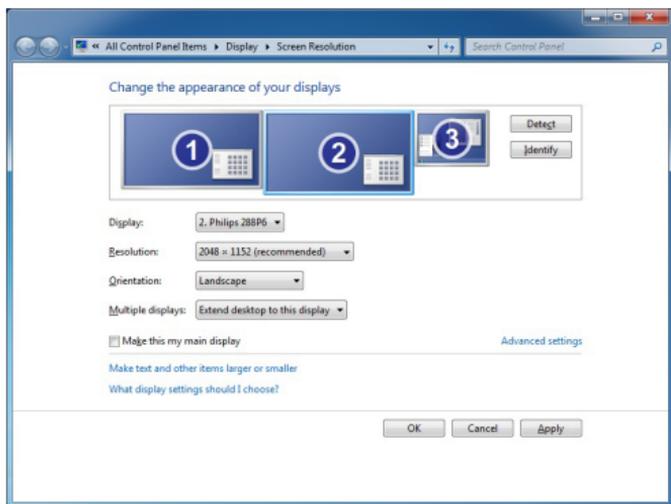

Figure 5

Cursor Disappearing

In some cases, when removing the adapter 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 until the curser appears.

Video Playback in Extended Mode

If the video or DVD playback quality is poor or the performance is slow, please playback on the primary monitor instead of the add-on monitor(s).

Uninstalling the Driver

For Windows 10 / 8 / 7 (32-/64-bit)

1. Open the **Control Panel** > **Programs** > **Programs and Features. Under the Uninstall or change a program**, double click **DisplayLink Graphics**.
2. *For Windows 10 / 8*: Click **Yes, Yes,** and **OK**. *For Windows 7*: Click **Yes** two times.
3. Click **Yes** to restart the computer.

For Windows Vista (32-/64-bit)

1. Open the **Control Panel** > **Programs and Features**. **Under the Uninstall or change a program**, double click **DisplayLink Graphics**.
2. Click **Yes**, **Allow**, **OK**, then click **Yes** to restart the computer.

For Windows XP (32-bit)

1. Open the **Control Panel** > **Add or Remove Program**. Click **DisplayLink Graphics** and click **Remove**.
2. Click **Yes** and **OK** to restart your computer.

MAC OS Driver Installation

1. Insert the driver CD.
2. Select the Driver CD icon on the Desktop and browse the folder according to your OS.
3. Double click **DisplayLink_Mac_....dmg**, and a pop-up window will show.
4. Run **DisplayLink Software Installer.pkg** then follow the on-screen steps to install the driver.
5. Click **Restart** to complete the installation.
6. After restarting, connect the *adapter* to an available USB port, then connect the monitor(s) to the *adapter* by HDMI/DVI cable (not included).
7. The *adapter* is ready fo use.

To Verify Driver Installation

1. Click the Apple logo from the top menu bar.
2. Click **About this Mac**, and **System Report...**.
3. Under Hardware/ USB, **U3 Multi Video** should be displayed.

Mac Display Utility

Click the utility icon in the taskbar to change the mode or resolution, or click **System Preference**, click the Displays icon, then select the **Arrangement** pane.

Setting the Display Resolution

Select an available resolution from the Display Preferences window. The resolutions available depend on both the *adapter* and the capabilities of the connected display(s).
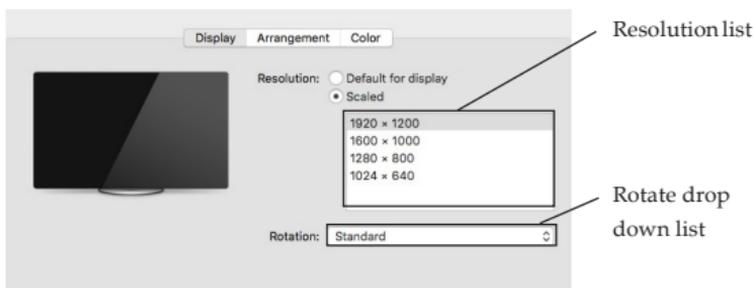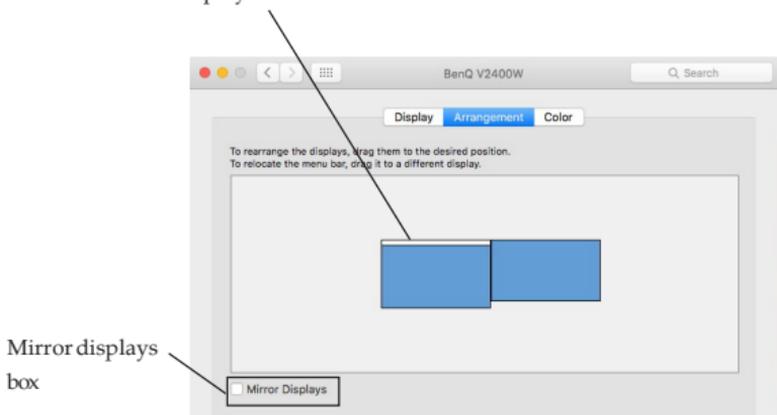

Figure 6

Rotating a Display

Configure the orientation using the **Rotate** drop down list, see **Figure 6**. Select the appropriate angle of rotation to match your display's set up.

Setting the Display to Mirror/Extend Mode

Check **Mirror Displays** box on the **Arrangement** pane to enable mirror mode. Uncheck the box to set the display to extend mode. See **Figure 7**.

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

Mirror displays box

Figure 7

Changing the Main Display

You can change the main display by moving the Menu Bar between displays, see Figure 7. Changing the main display affects where new windows appear and the position of the *adapter*.

Frequently Asked Questions

Q1: Why won't my DVD video play 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: There are lines running up and down my screen or the screen is distorted

A2: This is due to a low or unsupported refresh rate. You can change this in **Display Properties/Settings/Advanced/Monitor**. Make sure the refresh rate you set is not higher than what your monitor can support.

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 2-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 two (2) years from the date of purchase of the product. This warranty is not transferable and is available only to the original purchaser 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 SIIG RMA 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
- Include a copy of your original sales receipt inside the package with date of purchase and place of purchase circled and clearly visible
- 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, VARs and through e-commerce sites.

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PRODUCT NAME

USB 3.0 to HDMI/DVI Dual Display 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

SIIG, Inc.
6078 Stewart Avenue
Fremont, CA 94538-3152, USA
Phone: 510-657-8688

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