User Manual

VALUE USB 3.0 to DUAL HDMI Adapter, 4K@30Hz+1080P, black

12.99.3206

Safety Instructions

Before using this product, please carefully read the following safety instructions to ensure its proper use and keep this manual for future reference:

- Do not attempt to open the product to avoid electric shock.
- Only qualified personnel should perform any repairs or maintenance.
- Always place the product on a stable, flat surface to prevent it from falling.
- Do not expose the product to water, moisture, or high-humidity environments to avoid the risk of damage.
- To prevent damage from direct sunlight or high temperatures, do not expose the product to such environments.
- Do not place the product near heat sources like radiators, heat registers, stoves, or other heat-producing apparatus.
- Do not place any objects on top of the product to avoid damage.
- Use only the attachments and accessories specified by the manufacturer.
- Unplug the power supply unit during lightning storms or when not in use for long periods to prevent damage.

Introduction

This USB 3.0 to Dual HDMI Display Adapter connects one USB-A or USB-C port to two HDMI displays. This adapter supports Mirror, Extend, Rotate and Clamshell modes and can display up to 4K@30Hz and 1080p@60Hz. We have tested this product to ensure that it meets all specifications and functions. To enjoy this product for a long time, please read and follow the instructions below before installation.

Package Contents

- Display Adapter
- User Manual

Panel Description
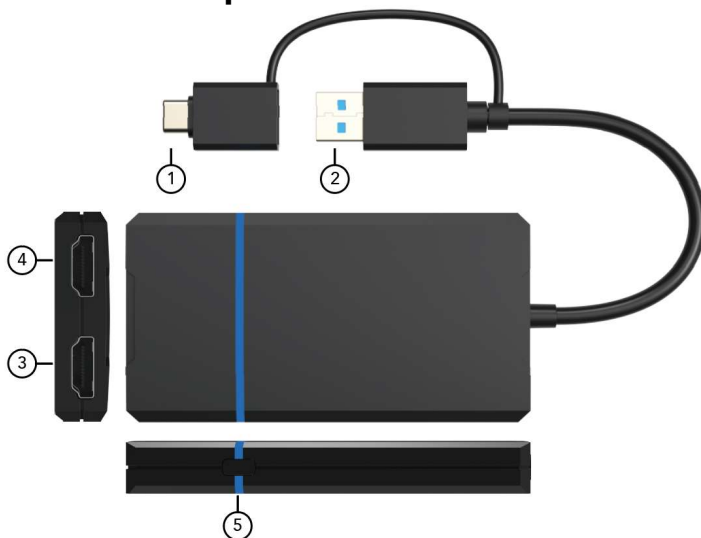
1. USB-C Male Adapter: Connect to the USB-C port of the Laptop/Notebook with USB 3.0 data output
2. USB-A Connector: Connect to the USB-A Port of the PC/Laptop/Notebook with USB 3.0 data output
3. 4K30Hz: Connect to the HDMI port of the display to output with resolution of up to 4K@30Hz
4. 1080p: Connect to the HDMI port of the display to output with resolution of up to 1080p
5. Switching the display on and off

System Requirements

To ensure proper installation and operation of this product, please ensure that your system meets the following requirements:

- Windows 7/8/8.1/10 and above or Mac OS 10.10.x and above.
- CPU Processor: Core i5 and above.
- RAM: 4GB and above.
- Monitor: Supports 4K resolution.

Features

- Dual display output, supporting one display at 4K@30Hz and another at 1080p@60Hz.
- Supports video decoding in multiple formats, including H.264, H.263, MP4, MP2, DivX, AVS, JPEG, and more.
- Compatible with USB-C, USB-A, Thunderbolt 3/4, and USB4 standard ports.
- Allows you to extend your PC screen to multiple displays, supporting up to 8 displays on Windows and up to 6 displays on Mac OS.

Resolutions

OS/Ports		2K Port	4K Port
Windows	Mirror mode	1920x1080@60Hz	1920x1080@60Hz
	Extend mode	1920x1080@60Hz	3840x2160@30Hz
Mac OS	Mirror mode	1920x1080@60Hz	3840x2160@30Hz
	Extend mode	1920x1080@60Hz	3840x2160@30Hz

Driver Installation

Enter the website: www.siliconmotion.com/downloads/ and download the correct driver zip file as follows:

1. **Unzip the driver file, and double click to open the ".exe" file, and then click the "INSTALL"**
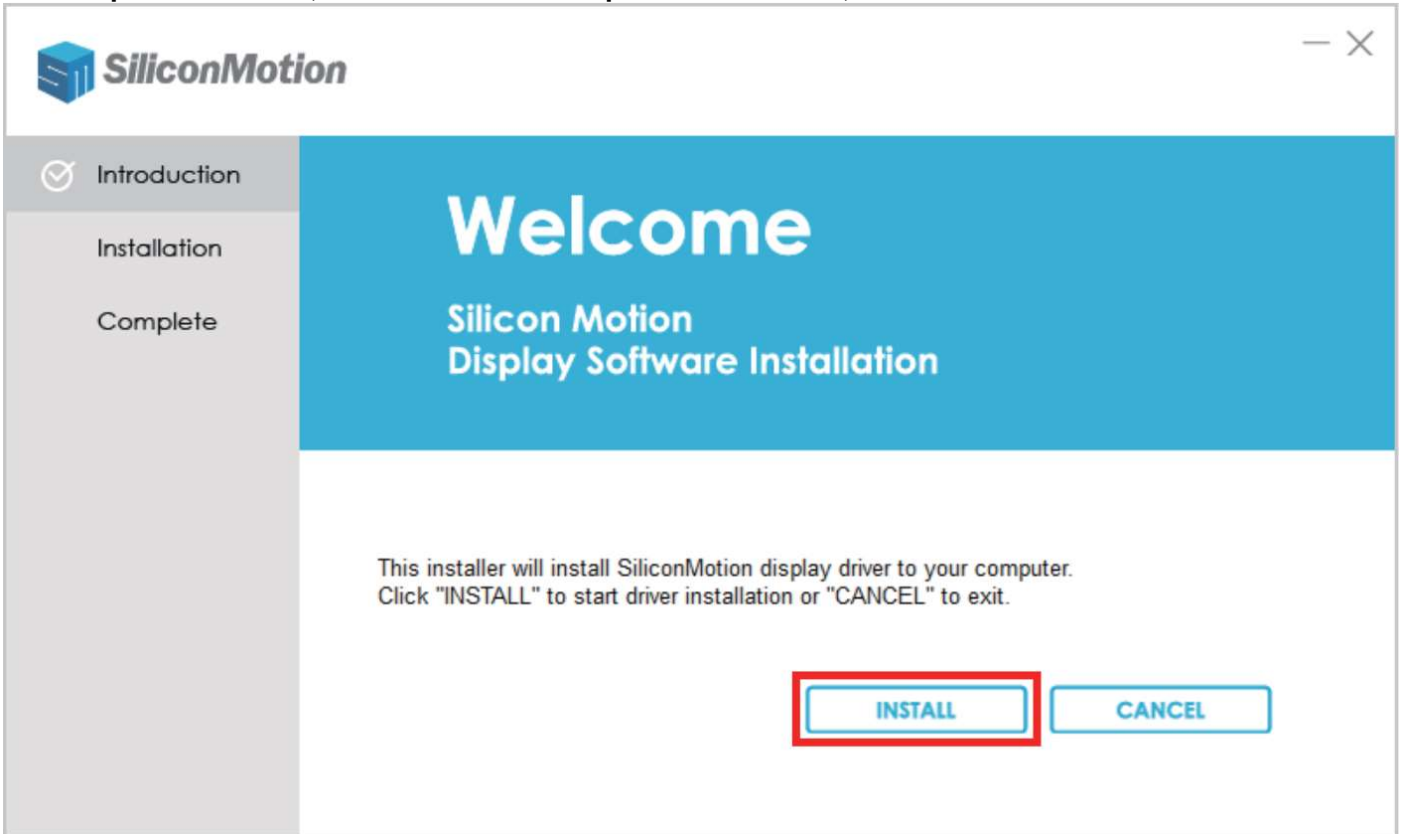
Note: If a security prompt pop-up appears, click "INSTALL"

2. **After installation, click "REBOOT" to restart the computer**
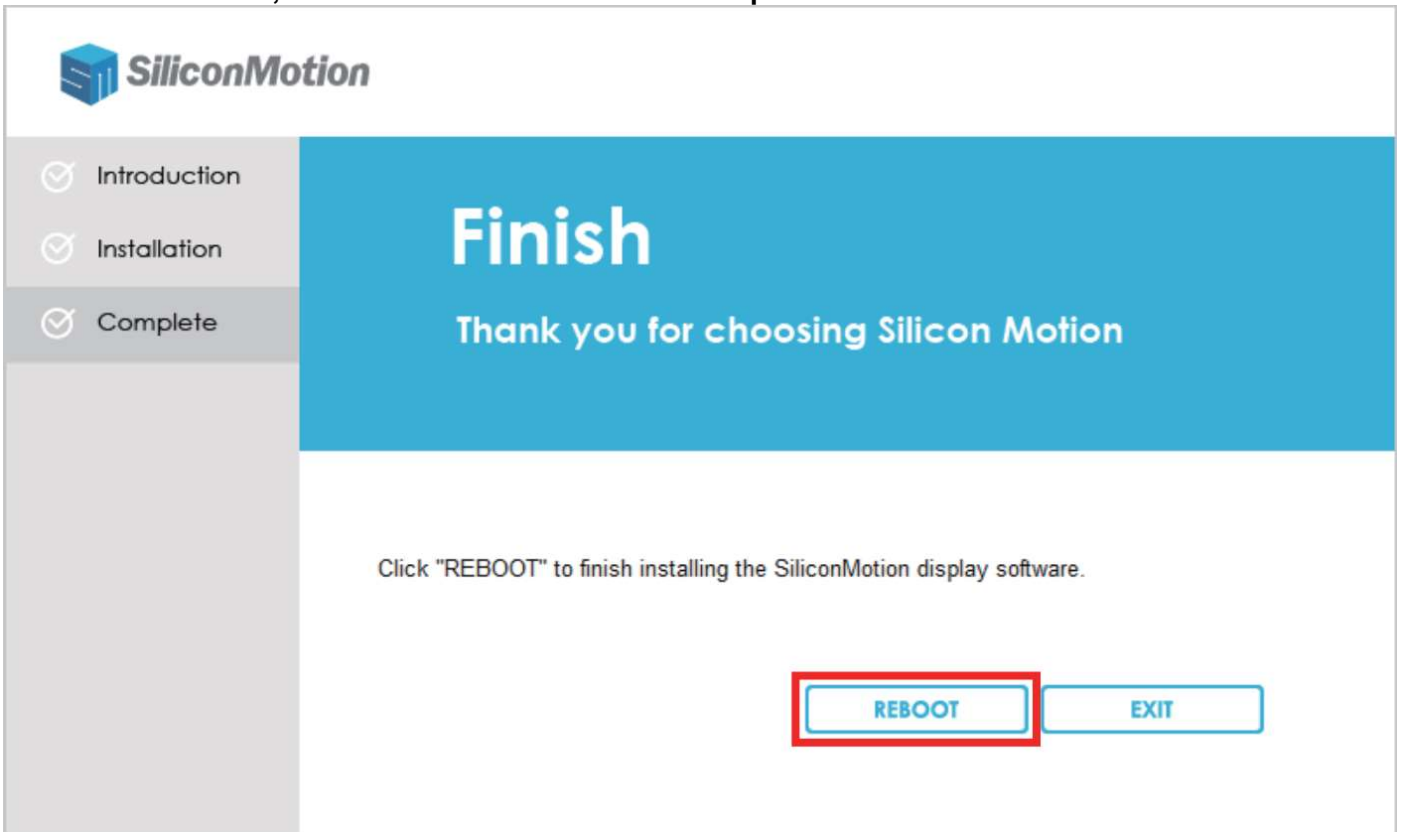
Display Mode Setting

For Windows
1. Right click the blank space on the desktop and select "Display settings"

View	>
Sort by	>
Refresh	
Paste	
Paste shortcut	
Undo Rename	Ctrl+Z
NVIDIA Control Panel	
New	>
Display settings	
Personalize	
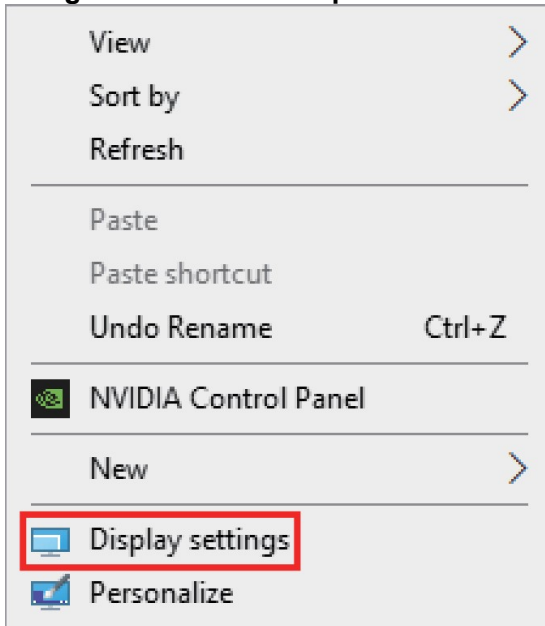
2. At the "Display" area, click each of the display icons to set the needed resolution or other setting

Settings   — □ ✕

⌂ Display

Select and rearrange displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.

    1   2   3

Apply   Cancel   Identify   Detect
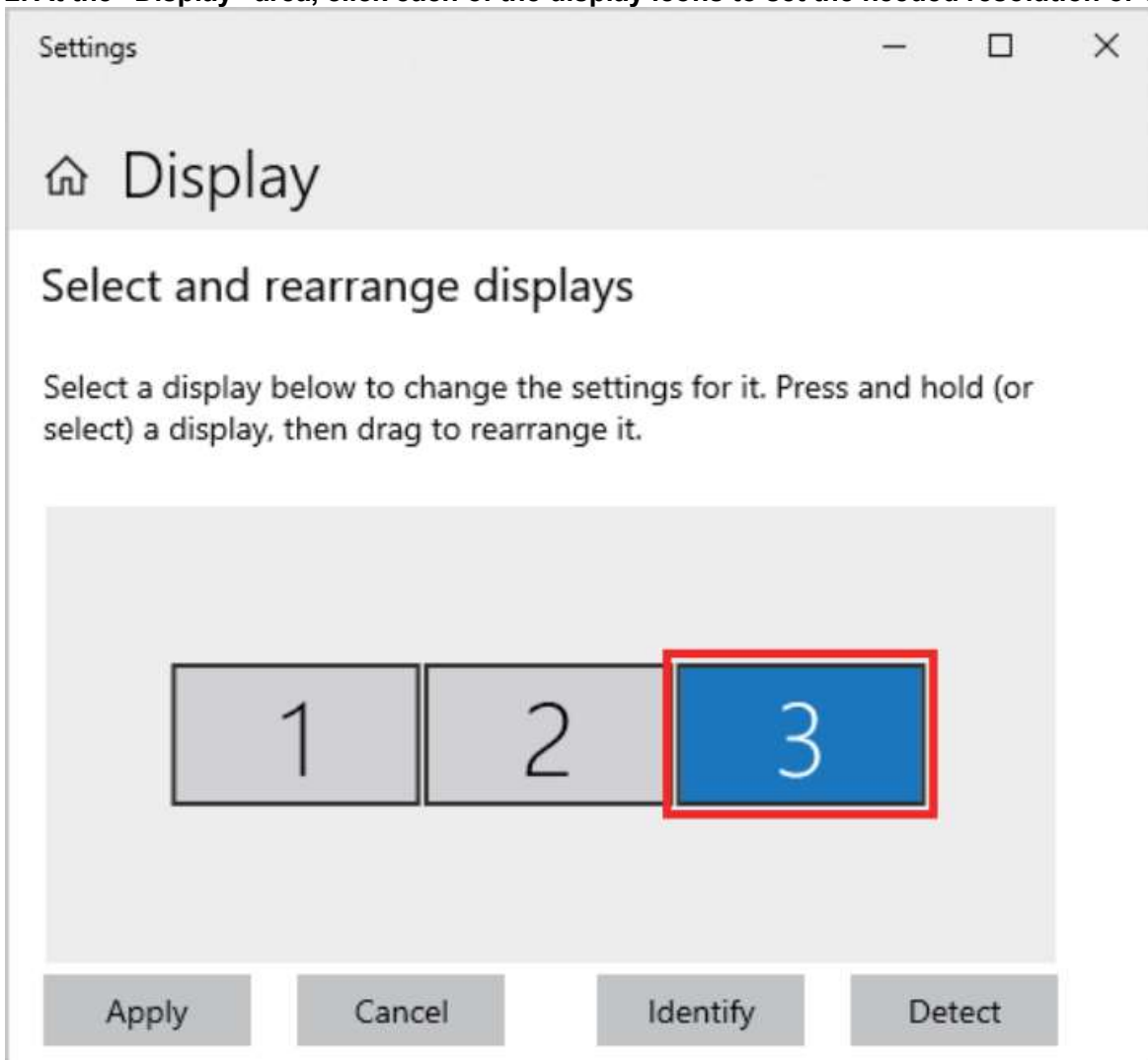
3. Scroll down to "multi display settings" and select the desired mode in the drop-down list

Settings

⌂ Display

Duplicate desktop on 1 and 3

Duplicate desktop on 2 and 3

Extend desktop to this display

Disconnect this display

Advanced display settings
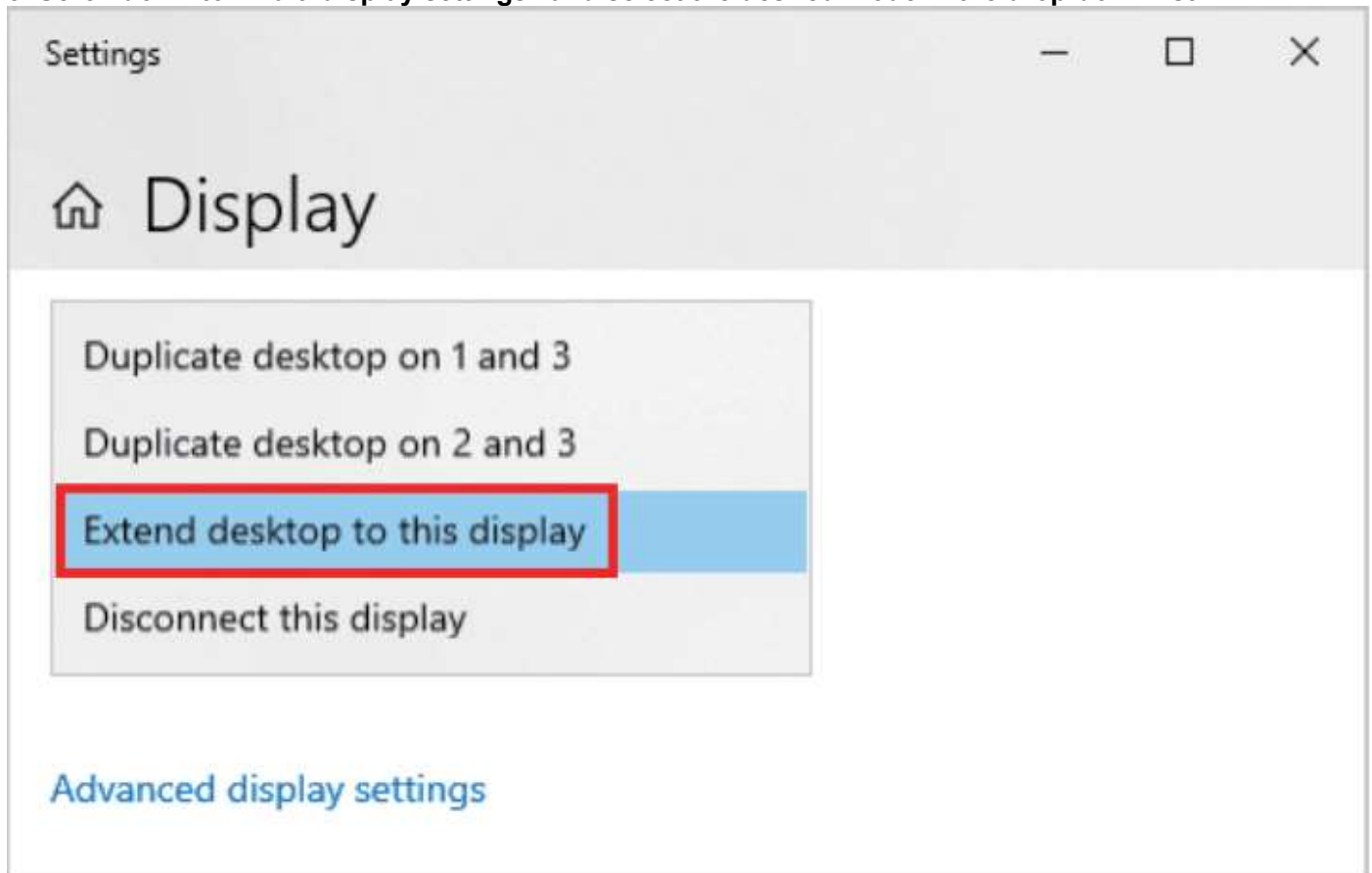
For Mac OS

1. Left click the apple icon and select "System Preferences", and click the "Displays"
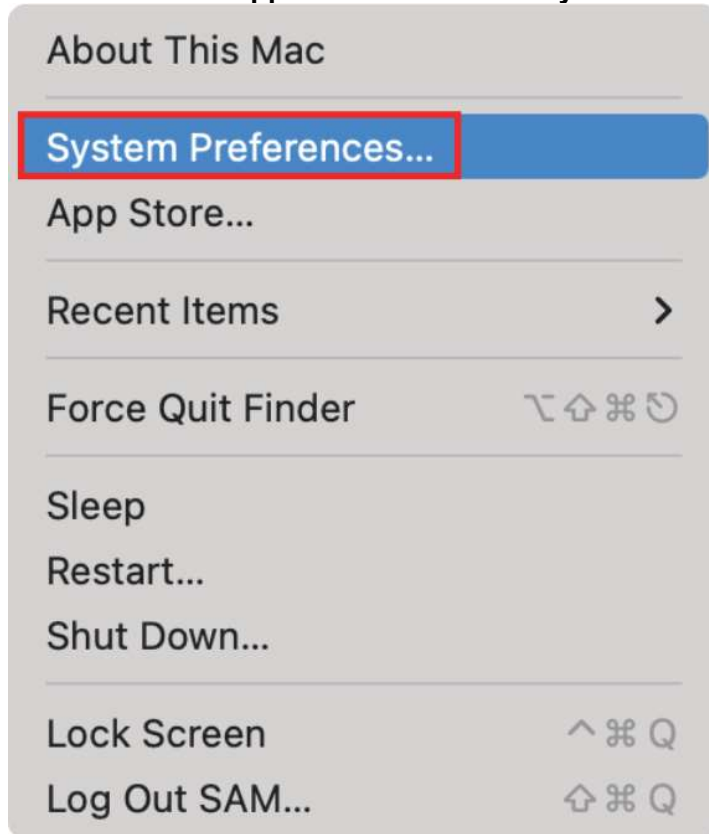
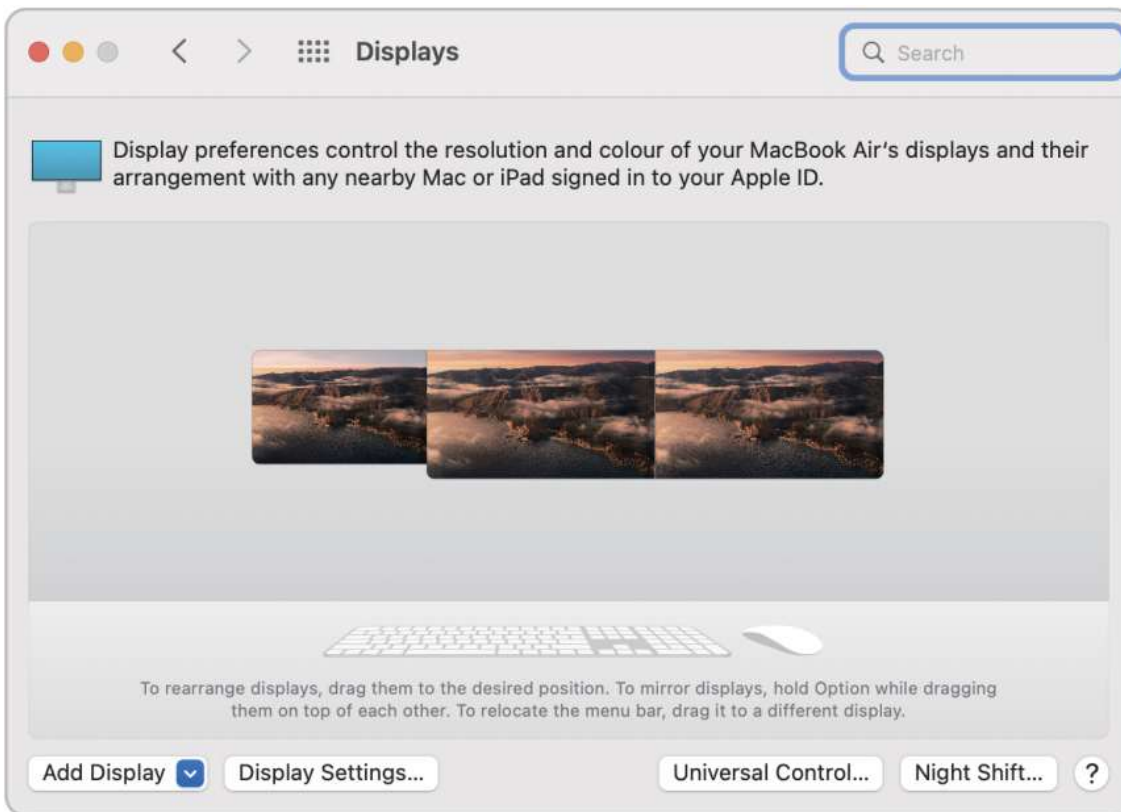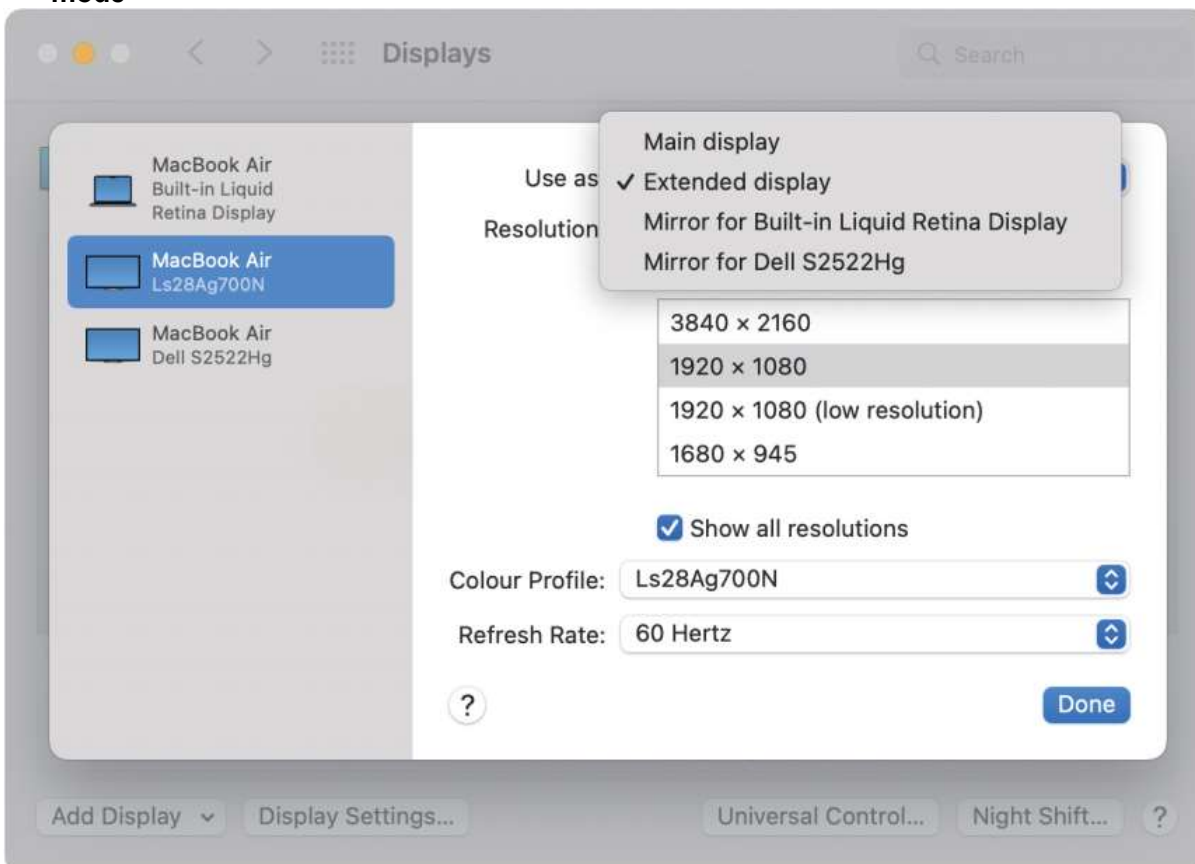**2. At the "Display" area, click each of the display icons to set the location or change to the mirror or extend mode**

3. Click the "Display Setting", and choose each connected display to set correct resolution and mode

Note
- Please note that Mac-based devices do not support rotation mode, but M1/M2 Mac supports clamshell mode while Intel Mac does not.
- To use this adapter, your USB-C™/USB3.0 equipped device must support USB 3.0 data transmission.
- Please be aware that this adapter does not support playback of HDCP-protected content on sites like Netflix and Hulu.

Supported Resolutions

	1080p Port	4K30Hz Port
Windows	1920x1080@60Hz	3840x2160@30Hz
	1680x1050@60Hz	2560x1440@60Hz
	1600x1200@60Hz	1920x1080@60Hz
	1600x900@60Hz	1680x1050@60Hz
	1440x1050@60Hz	1600x1200@60Hz
	1440x900@60Hz	1600x900@60Hz
	1280x1024@60Hz	1440x1050@60Hz
	1280x800@60Hz	1440x900@60Hz
	1280x720@60Hz	1280x1024@60Hz
	1152x864@60Hz	1280x800@60Hz
	1024x768@60Hz	1280x720@60Hz
	800x600@60Hz	1152x864@60Hz
	720x480@60Hz	1024x768@60Hz
	640x480@60Hz	800x600@60Hz
	/	720x480@60Hz
	/	640x480@60Hz
Mac OS	1920x1080@60Hz	3840x2160@30Hz
	1920x1080@30Hz	2560x1440@60Hz
	1600x900@60Hz	1920x1080@60Hz
	1280x720@60Hz	1920x1080@30Hz
	/	1600x900@60Hz
	/	1280x720@60Hz

Specification

Input Ports	USB-C Male or USB 3.0 Male 1x
Output Ports	HDMI 2x
Data Transmission Rate (Max)	5 Gbps
Data Transmission Standard	USB 3.0 (USB 3.2 Gen. 1)
Compatible OS	Windows 7/8.1/10/11 and above Mac OS 10.10.x and above Android 7.1 and above (Android devices only support mirroring mode with resolutions up to 1080P)
Operating Temperature	0C° to 60C°
Storage Humidity	5% to 90% RH non-condensation
Power Supply	USB 3.0 (USB 3.2 Gen. 1) USB-C from PC or notebook
Power Consumption (Max)	5W
Dimension (LxWxH)	101 x 53 x 13mm
Net Weight	67g
Material	ABS

Note: Specifications are subject to change without notice.

Connection Diagram

Mirror Mode & Extend Mode

on both Windows & Mac OS

Mirror Mode

Extend Mode

Troubleshooting Common Issues

Q: My USB 3.0 to HDMI Dual Display Adapter is not working. What should I do?

A: First, please check the following:
1. Ensure that your device's USB port has a current output of 900mA or more. If not, try a different port.
2. Check if the correct drivers have been installed on your device.
3. Make sure that your HDMI cable and adapter are securely connected to your device.
4. Verify that your video source is compatible with the adapter.
5. Restart your device and see if this resolves the issue.

Q: My second display flickers when I use the adapter. What could be causing this?

A: This may be caused by one or more of the following:
1. Make sure the HDMI cable and adapter are securely connected.
2. Try using a different HDMI cable to see if this resolves the issue.
3. Check if your device is providing sufficient power to the adapter (900mA or more).
4. Verify that your video source is compatible with the adapter.
5. Try using a different USB 3.0 port or restarting your device.

Q: The adapter does not display video on my second monitor. How can I fix this?

A: Please check the following items:
1. Ensure that your HDMI cable and adapter are securely connected.
2. Verify that your video source is compatible with the adapter.
3. Check the driver version for the adapter, and make sure it is up-to-date.
4. Make sure your device is providing sufficient power to the adapter (900mA or more).
5. Try using a different USB 3.0 port or restart your device.