

## Troubleshooting Tips

### CABLING

- Check that all cable and adapter connections are secure
- Test the HDMI cable by connecting directly with other equipment
- Test the adapter with a different port or computer, if possible

### COMPUTER SOURCE

- Try different video resolution and refresh settings supported by the connected display
- Test default refresh rates of 1920x1080@60Hz (HD) or 3840x2160@30Hz or 60Hz
- Verify that the audio from your computer is not muted or extremely low
- Check for updated OS and video graphics card drivers for Mini DisplayPort/Thunderbolt
- Reboot the computer after making multiple changes

### CONNECTED DISPLAY

- Select the HDMI input from the connected display menu
- Select a video resolution and aspect ratio setting supported by your computer
- Adjust the audio level with your remote or from the display menu
- Check for firmware updates and troubleshooting from the display manufacturer

View our other Mini DisplayPort Adapter products at [www.cablematters.com](http://www.cablematters.com)



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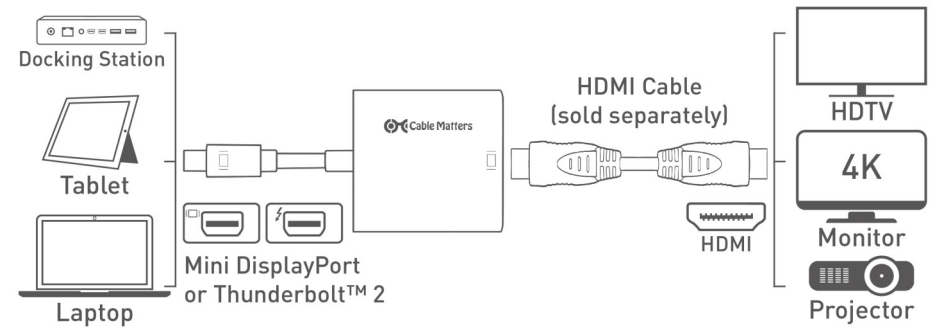
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## Active Mini DisplayPort™ to 4K-HDMI® Adapter



- 1) Connect the ADAPTER to the Mini DP/Thunderbolt 2 port of the COMPUTER or DOCK
- 2) Connect an HDMI CABLE (sold separately) from the ADAPTER to the DISPLAY
- 3) Select the HDMI input setting from the menu of the connected DISPLAY
- 4) Select a compatible VIDEO resolution and refresh rate from the computer
- 5) Adjust the computer AUDIO output settings for HDMI

## Connection Notes

- ACTIVE ADAPTER improves compatibility with Mini DP computers and docking stations
- MULTIPLE MONITOR SUPPORT with AMD Eyefinity Multi-Display Technology support
- WINDOWS & MAC COMPATIBLE with Thunderbolt 2 or Mini DisplayPort ports
- HDMI VIDEO RESOLUTION up to 3840 x 2160 @ 60 Hz with a 4K source, cable, and display
- NOT BI-DIRECTIONAL adapter converts only from MiniDP to HDMI
- AUDIO SUPPORT for LCPM, DTS, and Digital Dolby with compatible equipment
- MACS BEFORE 2010 do not output audio over Mini DisplayPort
- EASY-GRIP TREADS on the connector assist in cable unplugging to prevent damage
- HDCP SUPPORT for viewing copy protected video with HDCP compliant equipment

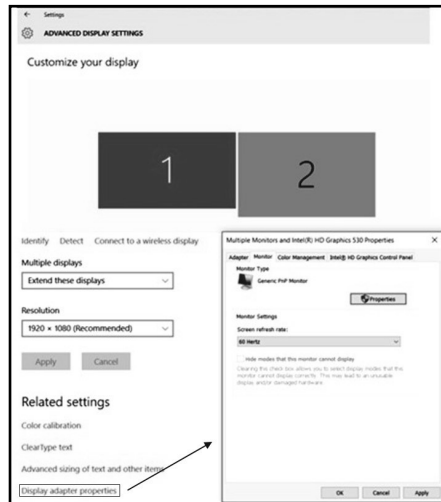
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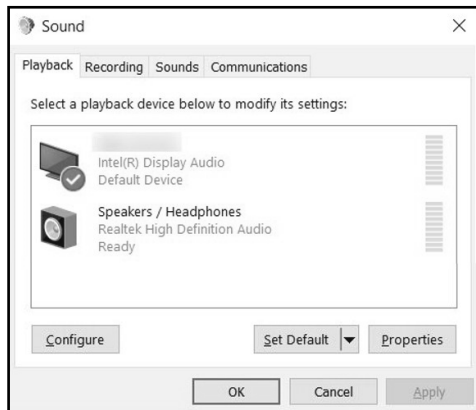
## VIDEO SETTINGS IN WINDOWS

- 1) Connect the Adapter and the cable
- 2) Select the **HDMI** input from the connected display menu
- 3) Search for **Display Settings** in Windows
- 4) Select to **Duplicate** or **Extend** the display  
(**Note:** Click and drag the program to the display in Extended Mode)
- 5) Click **Apply** to save the settings

Select **Display Adapter Properties** to adjust the video Refresh Rate



## AUDIO SETTINGS IN WINDOWS



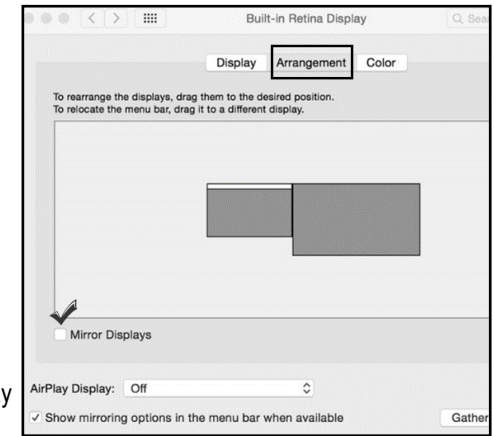
- 1) Search for **Sound** in Windows
- 2) Open the **Playback Tab** in **Sound**
- 3) Select the display with **HDMI** audio
- 4) Set the **Configuration** and **Properties**
- 5) Click **Set Default**
- 6) Click **Apply** and **OK** to save the settings
- 7) Adjust the volume at the connected display

- ◆ Changing the audio device may require you to **RESTART** your PC
- ◆ Check that your computer volume is not **MUTED** or extremely low

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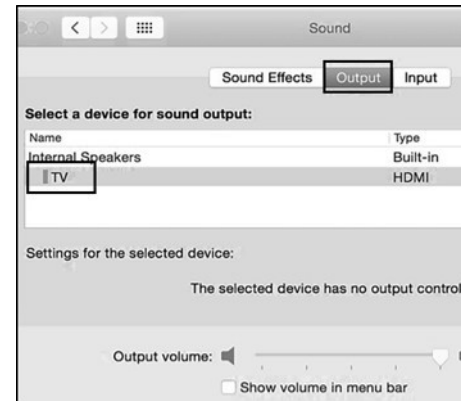
## VIDEO SETTINGS IN MAC

- 1) Connect the Adapter and the cable
- 2) Select **HDMI** input on the display
- 3) Open the **Apple Menu** on your computer
- 4) Select **System Preferences**
- 5) Click the **Displays** icon
- 6) Click the **Arrangement** tab
- 7) Choose to **Duplicate** or **Extend** the display



- ◆ **DUPLICATE** the display: Check 'Mirror Displays' box
- ◆ **EXTEND** the display: Drag the display box to the desired position
- ◆ **TOP WHITE BAR:** Drag it to the other display to change the primary screen

## AUDIO SETTINGS IN MAC



- 1) Open the **Apple Menu**
- 2) Select **System Preferences**
- 3) Click the **Sound** icon
- 4) Click the **Output** tab
- 5) Select the connected display with **HDMI**
- 6) Adjust the volume at the connected display

- ◆ Check the technical specifications of your display to verify if it supports audio input over HDMI, requires a separate audio cable, or does not support audio at all

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