

Troubleshooting Tips

NOTE: If you have a weak signal or no picture: 1) Power down all equipment. 2) Connect a Micro-USB cable from the adapter power port to a power source. 3) Connect the adapter to the HDMI source. 4) Connect the VGA cable to the display. 5) Power on the equipment.

CABLING

- Check that all cable connections are secure
- Test the VGA cable by connecting directly with other equipment
- Test the adapter with a different port or computer



HDMI SOURCE

- Review the configuration settings and troubleshooting steps from the device maker
- Verify that audio is not muted and that the correct output is selected
- Try different video resolution and refresh settings supported by the connected display
- Reboot the device after making multiple changes

CONNECTED DISPLAY

- Select the VGA input from the connected display menu
- Select a video resolution and refresh rate supported by the HDMI source and Adapter
- Check for firmware updates and troubleshooting from the display manufacturer

View other cable and adapter products at www.cablematters.com



Customer Support and Contact Information Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

Contact us at wholesale@cablematters.com for large volume discount pricing.

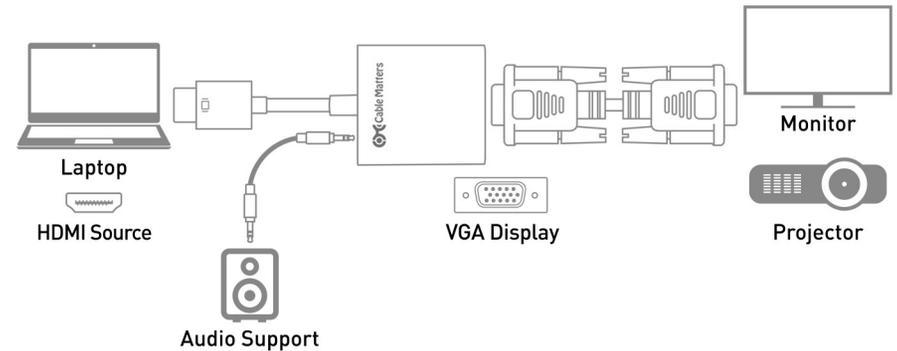
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Active HDMI® to VGA Adapter with Audio Support



- 1) Connect the ADAPTER to the HDMI port of the COMPUTER or other HDMI source
- 2) Connect a VGA CABLE (sold separately) from the ADAPTER to the DISPLAY
- 3) Select the VGA input setting from the menu of the connected DISPLAY
- 4) Adjust the computer VIDEO resolution and refresh rate from the computer
- 5) Connect the AUDIO cable from the adapter to a speaker and configure the audio output

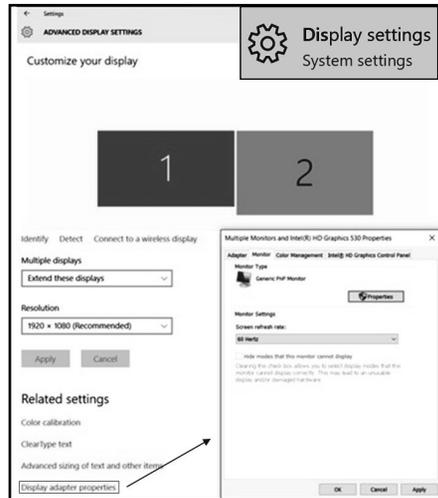
Connection Notes

- HDMI compatible with a computer, laptop or tablet with an HDMI port
- NOT BI-DIRECTIONAL adapter converts the signal only from HDMI to VGA
- VIDEO RESOLUTION up to 1920x1080 @ 60 Hz to a display with VGA input
- COMPATIBLE VIDEO RESOLUTION is required from the HDMI source and display with VGA
- SUPPORTED VIDEO RESOLUTIONS by the HDMI to VGA Adapter:
480i/480p/576i/576p/800x600/720i/720p/1280x1024/1600x1200/1080i/1808p
- AUDIO IS SUPPORTED with the included audio cable from the adapter to an external speaker since audio is not carried over an analog VGA signal
- NO HDCP SUPPORT for viewing copy protected video from devices such as a Blu-ray player
- OPTIONAL USB POWER port for tablets or other devices with low-power HDMI ports (Micro-USB cable and USB charger are sold separately)
- HDMI DEVICES such as a gaming console or computer development board may require special configuration setting. Consult the manufacturer for technical support

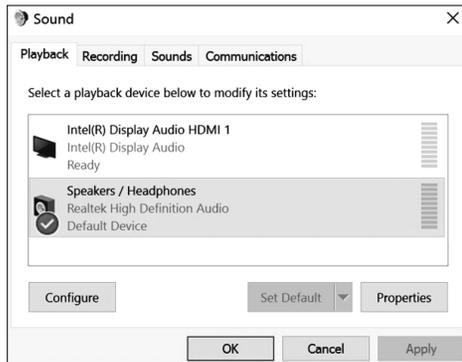
VIDEO SETTINGS IN WINDOWS

- 1) Connect the Adapter and the cable
- 2) Select the **VGA 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



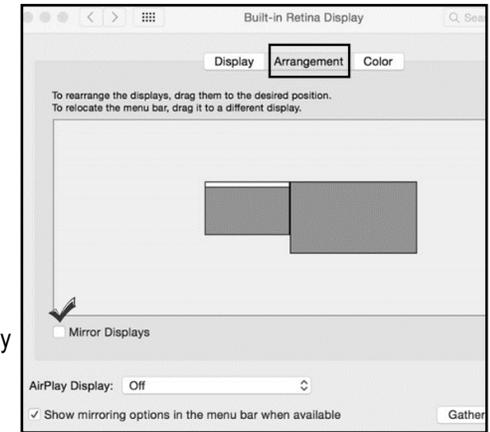
- 1) Search for **Sound** in Windows
- 2) Open the **Playback Tab** in **Sound**
- 3) Select the display with HDMI audio
- 4) Set the **Configuration** and **Properties**
- 5) Click **Set Default**
- 6) Click **Apply** and **OK** to save the settings
- 7) Adjust the volume at the connected display

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

Contact support@cablematters.com for questions

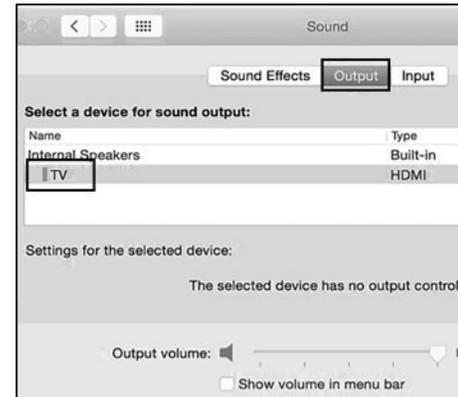
VIDEO SETTINGS IN MAC

- 1) Connect the Adapter and a **VGA** cable
- 2) Select **VGA** 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 WINDOWS



- 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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